

Relationship Manager

Reports To: Director of CRC

SCOPE:

CHN's Community Resource Center (CRC) serves the community with counseling, education, utility assistance and resources. The right candidate for this position is looking for a fast paced environment, is creative, energetic and technology savvy. This position supports all programs at the CRC, working closely with staff to track intake and outcomes and to insure that customer files are tracked through multiple departments. The Customer Service Manager will interact with partner agencies throughout Cuyahoga County and be our liaison for collaborative partnerships and service integration both internally and externally. In addition, this position oversees the Consumer Advisory Call Center and work with partner agencies to market that program throughout Northeast Ohio.

Qualifications:

- Excellent interpersonal communication skills & excellent customer service orientation
- Solid written and verbal communication skills; bilingual ability a plus
- Comfortable with technology, including Microsoft Office
- Experience with supervision
- Bachelor's Degree
- Experience working with community partners, leading meetings, organizing people
- Must have a valid driver's license and proof of auto insurance; Travel is required for outreach events and meetings with partner organizations

Duties and Responsibilities:

- Identify opportunities with collaborative partners for outreach events
- Work with staff to provide excellent customer service to all clients
- Supervise 5 call center staff and market call center to the community
- Design and draft reports to track and analyze the flow of calls through the call center
- Follow up with community partners and coordinate collaborative efforts that will promote CHN's programs throughout the community and help clients access one-stop service
- Develop a method of tracking and measuring customer service feedback from clients.
- Coordinate with staff internally to attend community events

If you are interested and meet the qualifications for this position please submit your cover letter and resume to Sandra Durda in Hr via email at sdurda@chnnet.com or via mail at 2999 Payne Ave Suite 306 Cleveland, Ohio 44114.