

**Nationalities Service Center – Job Announcement**

**Client Outreach Manager**

Nationalities Service Center (NSC) is a non-profit organization that provides social, educational, and legal services to immigrants and refugees in the greater Philadelphia area. Our strength lies in the diversity of our clients and services. Since NSC’s founding in 1921, our mission has been to help immigrants and refugees participate fully in American society. Each year, we help approximately 5,000 individuals from over 100 countries.

**Position Overview**

The Client Outreach Manager’s main objective is to grow and broaden the client base for NSC’s Language Access and Proficiency Department. The Manager will develop and implement marketing and advertising campaigns, track sales data, maintain promotional materials inventory, plan meetings, maintain databases and prepare reports. The Client Outreach Manager will work under the supervision of the Director of Language Access and Proficiency and will assist in developing and executing the goals and objectives of the department. The Manager will also assist in developing and maintaining long-lasting relationships with new and existing clients, translators and interpreters while communicating closely with co-workers and vendors.

**Essential Functions**

* Build new business, develop, and grow any relationships vital to the success of the department.
* Develop full-scale project plans and associated communications documents.
* Effectively communicate project expectations, progress or any major issues to Department Director.
* Improve program marketability and profitability by researching, identifying, and capitalizing on market opportunities.
* Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
* Execute and analyze results of advertisement and marketing campaigns.
Support department operations including the timely and accurate reporting of outcomes and statistics.
* Work with Interpretation and Translation Project Manager to schedule interpreters for trainings as needed.
* Work with Department Director to create and implement targeted marketing plan for growing program revenue.
* Develop full-scale project plans and associated communications documents.
* Effectively communicate project expectations to team members, vendors and clients in a timely, clear, and respectful fashion throughout the entire project cycle.
* Identify and resolve issues and conflicts that may arise with vendors or clients. Bring major issues to the attention of the director of the department.
* Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
* Work with Department Director, making recommendations on pricing and allocation of vendors with specific jobs/projects.
* Work with Department Director to create and implement targeted marketing plan for growing department’s revenue.
* Assist with the implementation of department goals and objectives.
* Prepare and coordinate correspondence and mailings.

**Knowledge, Skills, and Abilities**

* Basic understanding of NSC’s mission, vision, values, programs and services and business plan.
* Excellent communication skills (written and spoken) in English as well as time-management, organization, and negotiation skills. Bilingual skills are preferred.
* Exceptional problem-solving skills. Can conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities.
* Must be pro-active in assessing needs, risks, and opportunities.
* Detail-oriented, ability to multi-task and effectively prioritize.
* Strong computer skills. Familiar with the usage of Microsoft office.
* Experience at working both independently and in a team-oriented, collaborative environment is essential.
* Strong interpersonal skills.
* Ability to effectively prioritize and execute tasks in a high-pressure environment is crucial.
* Must be able to learn, understand, and apply new technologies.

**Experience and Education**

* At least 3 years direct work experience in a client outreach and/or sales and marketing capacity, including all aspects of process development and execution.
* BA/BS degree from an accredited college or university in a related field of study.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl; taste or smell.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. Operate related office equipment and use necessary tools.
4. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Able to participate in training sessions, presentations, and meetings.
* Some travel may be required for the purpose of meeting with clients or vendors.
* The noise level in the work environment is usually moderate.

Nothing in this position description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

**Hours:** Monday – Friday, 40 hours per week, flexibility needed

**Salary:** commensurate with experience as well as a generous, comprehensive benefit package.

**To Apply:** For consideration, please send your cover letter, resume, to Human Resources, jobs@nscphila.org. Applications deadline is **June 1, 2018**. NSC does not discriminate in employment because of age, sex, race, religion, national origin, and sexual orientation or for any reason not relevant to the qualifications of the position.