



POSITION ANNOUNCEMENT

Client Services Manager

Position Overview

BANANAS, Inc. is seeking a Client Services Manager who is responsible for ensuring a seamless, efficient service and support for families seeking financial assistance for child care. This role manages and directly supervises a team of two lead staff and 10 counselors. The role reports directly to the Director of Subsidy Programs and Public Policy.

About BANANAS Inc.

BANANAS is a nonprofit organization that supports families, children, and early care and education providers. Our programs help families connect with all types of child care options, from family child care, home-based settings, preschool centers, family, friend, neighbor caregivers, and nannies, so they can work or continue their education. Providers are supported with technical assistance and professional development. We are experts in the field of early care and education, and our wide variety of services supports families and child care providers in raising early learners. We offer workshops, playgroups, coaching, and support groups for parents and caregivers. Low-income families are supported with financial assistance so they can access quality child care. BANANAS is a great place to work with colleagues who care about their clients, our youngest learners, and each other.

Primary Duties and Responsibilities

- Manage the delivery of all subsidy programs for eligible families seeking child care financial assistance
- Supervise and support all client services staff
- Recommends and schedules trainings for client service counselors to the quality assurance team
- Ensure that all client services staff are meeting requirements for accuracy and quality of work
- Stay current with State subsidy regulations, including those in Title V and California Education Code regulations, Welfare and Institutions Codes (WIC)
- Create, maintain, and revise forms, policies and manuals as needed in collaboration with the Alternative Payments (AP) Leadership Team (Client Services, Provider Payments, and Quality Assurance)

- Manage the Trustline process and database
- Attend conferences, workgroups, meetings, and trainings as needed
- Provide subsidy program data and submit reports upon request of the Director of Subsidy Programs and Public Policy
- Work with members of the AP Leadership Team to facilitate meetings and to ensure interoperability between departments is efficient
- Manage enrollment of all eligible families in the programs
- Manage to ensure the client services staff have balanced caseloads
- Work closely with other agency managers to ensure efficient and productive cross-program collaboration

Secondary Duties and Responsibilities

- Stay current with KinderSystems, CalSAWS, and Bananas Eligibility List (BEL) and provide TA on these systems as needed
- Duties, responsibilities, and activities may change at any time, with or without notice, to accommodate the needs of the organization
- Supervise and train relevant staff on the use of CalSAWS
- Other duties as assigned. This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Qualifications and Experience

Required Qualifications

- A minimum of three years of experience with increasing levels of responsibility
- Experience using database systems
- Proficient with Microsoft Word and Excel
- Excellent oral and written communication skills
- Deep knowledge of Title 5 subsidy regulations

Preferred Qualifications

- 5+ years working in the non-profit sector
- 5+ years working in the social services sector
- Two years of supervisory experience

Annual Compensation

\$82,945 - \$87,886. **This is a full-time, Exempt position.**

Salary will be determined based on the candidate's qualifications, years of relevant experience, and demonstrated ability to meet the scope of responsibilities.

Schedule

BANANAS has a 37.5-hour work week (7.5 hours/day) Monday through Friday. The incumbent for this position must have the flexibility to work certain weekends, as needed. Flexibility and adaptability are essential for success in this role.

Infectious Disease Control Considerations

Staff are required to complete daily temperature checks. Face-covering is optional. BANANAS reserves the right to change or update the conditions of employment requirements for vaccinations and masking mandates to comply with guidance and regulations set forth by the State and/or Federal government of the United States.

How to Apply

To apply for the position, please email a cover letter and your resume to hr@bananasbunch.org. **No phone calls, please.**

BANANAS is committed to fostering a diverse, equitable, and inclusive workplace where all employees feel valued, respected, and empowered to bring their whole selves to work. We believe that diversity in all its forms enriches our team, drives innovation, and helps us better serve our community. We are committed to complying with all federal, state, and local laws providing equal employment opportunities and all other employment laws and regulations. We intend to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), race, ethnicity, religious creed, color, natural hairstyles, national origin, ancestry, physical disability, mental disability, medical condition (including genetic characteristics), genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, reproductive health decision-making or related medical conditions), gender, gender identity, gender expression (including transgender), sexual orientation, military or veteran status, citizenship status, or any other status protected by federal, state, or local laws.

We actively seek to recruit, hire, and retain individuals from diverse backgrounds and perspectives, and we strive to create a workplace where everyone has an equal opportunity to thrive.