



Client Care Manager – International Headquarters

Position Overview: The responsibility of the Client Care Manager is to assist individuals and organizations navigate the complicated process of receiving a C.U.R.E. Cargo Container of donated medical supplies and equipment. The Client Care Manager is often the first contact with Project C.U.R.E., and is instrumental in ensuring that thousands of people receive life-saving medical relief by guiding our partner through the Request for Assistance, the Needs Assessment, Fundraising, Cargo Approval and Delivery Process. The successful Client Care Manager will establish a successful working relationship with hundreds of people around the world each year, and will facilitate Project C.U.R.E.'s mission of Delivering Health and Hope to people who would otherwise have none.

Responsibilities:

- Serves as the primary point of contact with future Clients, and assists individuals and organizations to successfully complete the C.U.R.E. Cargo delivery process.
- Monitors requests from the Project C.U.R.E. website, written and telephone inquiries from people who are interested in Project C.U.R.E.'s programs; initiates the communication with those individuals, clearly explains the C.U.R.E. CARGO program.
- Delegates other applicable requests to the Executive Directors in the C.U.R.E. Communities, and to Program Directors such as C.U.R.E. Kits or C.U.R.E. Clinics for assistance.
- Manages a complicated portfolio of active projects on a weekly basis, and records the relevant information into the Project C.U.R.E. CRM database.
- Communicates with the Client on a consistent, meaningful and timely manner, assists the Client overcoming obstacles and develops a successful working relationship with Project C.U.R.E.
- Works closely with the Project C.U.R.E. Operations Team to ensure that the Client's project stays on schedule throughout the process, and provides accurate, timely information to the Operations Team on each active project. Participates in the weekly CCM call with the Executive Directors and the Operations Team.
- Provides accurate and timely invoices for the Needs Assessment and the C.U.R.E. Cargo delivery to the Clients and assists in fundraising recommendations as needed.
- Serves as the liaison between the Operations Team and the Client to secure the approvals for the proposed CARGO contents/packing list, and helps to facilitate approval of the proposed shipment from the various parties.
- Continues the work with the Client to deliver additional C.U.R.E. CARGO containers following the Measurement and Evaluation process.
- Works closely with the Director of Communication to help monitor the sources of Client inquiries, and develop successful methods of reaching more potential Clients.
- Provides accurate and timely reports on the activities under the area of responsibility to the Vice Presidents and President/CEO of Project C.U.R.E.



Qualifications: The Client Care Manager must demonstrate alignment with Project C.U.R.E.'s mission and core values, and possess the internal motivation and passion to address the healthcare inequities in the developing world in a sustainable manner. The ideal candidate for the position demonstrates the following qualities:

- Is qualified: Holds a bachelor's degree or can demonstrate commensurate experience in a related field such as client management or customer service.
- Is goal-oriented: Manages to Objectives and Key Results and is comfortable with Key Performance Indicators, including monitoring performance and reporting results; is a "self-starter" who is internally motivated and does not require significant supervision.
- Is Unflappable: Can manage a number of competing tasks and a sometimes chaotic environment; can recognize priorities and execute goals while remaining calm and effective.
- Is Magnetic: Has a personality that is genuine, engaging and fun; is able to communicate well on the telephone and email and can project positive encouragement even when not in person.
- Works well with others: Utilizes excellent relationship management and interpersonal skills; the ability to work effectively with donors, volunteers, staff and interns; displays mature judgment, high emotional intelligence and effective communication skills.
- Does Technology: Is comfortable with database systems, spreadsheets and other software/database management systems.
- Is a Problem Solver: Finds obstacles and puzzles engaging and is eager to find solutions to problems that sometimes seem impossible to overcome; enjoys difficult challenges – like changing the world.
- Is a recognized leader: Continually seeks learning and self-improvement, maintains the highest ethical standards and values, and encourages others toward higher levels of effectiveness; is comfortable recruiting, training and leading a small team of volunteers.
- Is an excellent communicator: Demonstrates effective communication skills in writing, interpersonal communication and occasional public speaking; understands the importance of listening.
- Is motivated: Has an obvious passion and enthusiasm for saving lives and strengthening health infrastructure systems in the developing world with an attitude of tenacity and determination.
- Is well organized: Is prepared, conscientious, effective and able to prioritize in an environment with multiple demands and complicated schedules.
- Is teachable: Has an attitude of openness, is eager to learn new things, and does not get stuck in a repetitive pattern of doing the same things the same way for too long. Can quickly comprehend complex concepts and will accept instruction.

Compensation & Benefits: This position offers competitive compensation commensurate with experience, including health insurance, paid vacation, holidays, and a 403(b) plan.

About Us: Healthcare in many developing countries is a global crisis. The severe lack of healthcare disrupts social and economic stability in almost every developing nation. Disease causes nine-out-of-ten preventable deaths in developing nations among children and adults. Millions of children under the age of five die each year from preventable disease, and more than 70% of these deaths occur from pneumonia, diarrhea, measles, malaria, and malnutrition.



Founded in 1987, Project C.U.R.E. (www.projectcure.org) has grown to be the largest organization in the world delivering nearly 200 forty-foot ocean freight cargo containers of donated medical supplies and equipment annually. Each project begins with an onsite Needs Assessment to ensure that Project C.U.R.E. delivers the right items to the right people. Project C.U.R.E. has delivered medical relief in 130+ countries. In addition, Project C.U.R.E. conducts C.U.R.E. Clinics, Helping Babies Breathe trainings, and bio-technical trainings to hospitals and health care clinics in 40 developing nations.

On average, the value of a Project C.U.R.E. Cargo container is worth approximately \$400,000 (wholesale), providing an amazing 20-to-1 "return on investment." Project C.U.R.E. operates Distribution Centers in Denver, Phoenix, Houston, Nashville, Philadelphia and Chicago where 30,000+ volunteers sort more than 26,000 types of non-perishable medical supplies and certify medical equipment for shipment abroad. Project C.U.R.E. also operates 12 Collection Centers from Ithaca to Sarasota and Portland. Project C.U.R.E. receives both new and quality used medical items from hundreds of hospitals throughout the United States and medical manufacturers, such as Stryker, Medline, Medtronic, Kimberly-Clark, Steris, and Hill-Rom.

Project C.U.R.E. operates on 2.5% administrative overhead and has earned numerous awards for being the industry leader in international medical donations. Project C.U.R.E. is recognized as a four-star organization by Guidestar, ranked a Platinum Participant by Charity Navigator and was ranked by *Forbes* magazine as one of the 20 most cost effective nonprofits in the United States.

Mission: The mission of Project C.U.R.E. is to identify, solicit, collect, sort and distribute medical supplies and services according to the imperative needs of the world.

Core Values:

- **Credibility and Integrity** - We will be honest. We won't make promises we can't keep, and we will keep the promises that we've made.
- **Partnership** - We seek to assist other individuals and organizations that share our common vision.
- **Creativity and Ingenuity** - We will endeavor to pioneer new ways of meeting the needs of others, being stewards of our resources and solving problems—from the small inconveniences to the major obstacles.
- **Stewardship** - Despite the fact that most of our assets are donations, we will remember the source and value of these and treat each as a gift.
- **Excellence in Service** - We will do our best work in meeting the needs of one another, our donors, our partners, and the sick and dying around the world.
- **Information and Competence** - We will become experts in our area of service. We will gain an increasing body of knowledge and expertise to be used, together with these other objectives, to see our vision become reality.
- **Attitude** - We will respect and honor others in the way that we treat them. We will strive to remain pleasant, positive and optimistic in all circumstances.



projectc.u.r.e.

delivering **health & hope** to the world

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To Apply:

Applicants should submit a resume and cover letter via email to:

Julie Topka, Executive Administrator to the President/CEO

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