**DISASTER RECOVERY CASE MANAGER**

Grace Federal Solutions, a Woman-Owned business headquartered in Raleigh, North Carolina, is a professional services company with a focus on delivering projects and programs beyond the standard. Our team of experts provides federal agencies, healthcare organizations, universities and commercial entities throughout the Continental United States with Project Management, Quality & Compliance, Operations & Administrative Support, Data Management, and Information Technology solutions. Grace helps achieve the mission through superior program management and quality performance.

Grace is searching for qualified case managers who have the ability to work successfully with victims of Hurricanes Matthew and Florence. We have positions available in the coastal and southeastern/western counties of North Carolina for an energetic person responsible for managing multiple cases simultaneously. We are interviewing NOW for IMMEDIATE start dates. Positions are available in multiple municipalities in Eastern North Carolina.

**Requirements:**

* 2+ years’ experience providing customer service and/or clerical work is preferred.
* Associates Degree preferred.
* Local travel is required.
* Valid driver’s license and good driving record is required.
* Detail oriented with close attention to program compliance requirements, record keeping guidelines, and file closeout expectations.
* Must be able to travel around the designated county area.
* Ability to perform some evening or weekend work as required.
* Ability to learn and apply the requirements, policies and procedures of the disaster housing program quickly.
* Ability to perform mathematical operations such as calculating percentages and working with large numbers.
* Ability to read, write, and speak English (Bilingual preferred).
* Ability to work successfully with socio-economic and ethnically diverse populations.
* Highly organized and detail-oriented.
* Ability to thrive in a fast-paced work environment.
* Strong customer service skills and knowledge of customer service best practices.
* Ability to maintain confidentiality of program information.
* Proficiency with Microsoft Word, Excel, Outlook, and Internet.

**Responsibilities:**

* Ensures program customers are continuously updated regarding status of program application.
* Frequent, diligent, and professional communication required.
* Obtains a working knowledge of customer needs and program eligibility criteria.
* Understands program requirements and other key objectives.
* Understand program processes from start to finish and communicates those processes clearly to applicants.
* Records all communications in designated program system of record.

To apply:

Visit our website – GraceFederalSolutions.com/careers/

Email your resume to: [info@GraceFederalSolutions.com](mailto:info@GraceFederalSolutions.com), attention Case Manager

Fax your resume to: 919-809-5200, attention Case Manager