

Client Services Coordinator

Job Description

QUALIFICATIONS: Minimum of a High School degree with 2-3 years of customer service experience; Bilingual skills preferred with ability to speak both Spanish and English; Excellent interpersonal skills required. Prior experience working with volunteers preferred. Organizational, planning and computer skills needed as well as ability to work in a fast-paced environment.

JOB SUMMARY: Assist with conducting client service interviews and helping navigate clients seeking general ministry services; Conduct interviews for Spanish-speaking clients; Serve as a general bilingual interpreter for client services issues; Ensure that clients receive the best possible services in response to their requests, in accordance with the Unifying Principles and policies of Crisis Control Ministry.

HOURS OF WORK: Part-time (Monday through Friday)
8:30 a.m. to 12:00 p.m. or 1:00p.m to 4:30 p.m.

**CLASSIFICATION
OF EMPLOYMENT:** Nonexempt

SUPERVISED BY: Assistant Director of Client Services

RESPONSIBILITIES

I. Client Services Responsibilities

- Conduct interviews for clients seeking assistance, including those who only speak Spanish.
- Implement existing client services policies, procedures, and guidelines
- Maintain a professional and cooperative manner as well as appearance with clients, volunteers, staff, and the community.
- Demonstrate initiative, problem solving ability, critical thinking skills, strong communication skills and diplomacy.
- Work with telephone receptionist to provide information to clients, volunteers, and the community.
- Assist staff in maintaining accuracy of the Apricot data base.
- Perform any volunteer task as needed.
- Confirm that front door is unlocked at beginning of both shifts and locked at the end of both shifts.
- Ensure lobby is clean and front desk secure at end of each workday.
- Manage incoming referrals from online referral organizations.

II. Other Responsibilities

- Attend monthly CCM staff meetings and other full-staff meetings or events as required.
- Attend departmental meetings as scheduled by the Director of Client Services.
- Participate in on-going training activities either provided by CCM or other designated agencies.
- Participate on Board committees as needed.
- Assist in training and supervision of Telephone Receptionist Volunteers.
- Participate in volunteer engagement by encouraging prospective and current volunteers, showing appreciation to our volunteers, and holding our volunteers accountable.
- Perform other duties as assigned.