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JOB TITLE: Client Services Coordinator
CLASSIFICATION: Regular, Full-Time, Non-Exempt
FUNDING: Grant-Dependent

SUPERVISOR: Office Manager
DEPARTMENT: Programs

ESSENTIAL FUNCTION: Manages and coordinates reception, serving as the first, trauma-informed point of contact for hotline callers, face-to-face clients, and visitors. Provides general support services and administrative support to the management team.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Maintain communication with others and work to fulfill the agency’s mission, vision and philosophy. This includes attending regularly scheduled team meetings.
- Answer multi-line phone system, including the crisis hotline, directing calls as required.
- Accurately record client information.
- Maintain front reception and waiting rooms, ensuring common areas are clean and well organized.
- Manage correspondence and inquiries, routing as appropriate.
- Manage inventory of all client forms and brochures, ensuring clients are provided appropriate paperwork upon arrival and answers paperwork-related questions.
- Provide general support to staff and managers.
- Assist with coordinating and distributing grant funds, including housing assistance grants.
- Assist with managing and distributing non-monetary donations such as clothing and household items.
- Report any incident of child or elder abuse to the appropriate Hope Alliance team member.
- Assist with the collection and maintenance of data for statistical and programming purposes.
- Assist with recruitment, training, and engagement of volunteers and interns as well as community education efforts.
- Perform other duties as assigned by VP of Programs and/or the Chief Executive Officer.

SPECIAL SKILLS AND EDUCATION:

- Minimum of a Bachelor’s Degree in Human Service field, preferably in Social Work. Relevant experience can be substituted.
- Two years’ experience answering a multiline phone system.
- Ability to analyze problems and identify solutions, including immediate crises quickly and accurately.
- Recognize personal emotions, thoughts, and values and how they influence behavior, managing their effects on service provision.
- Must be able to successfully complete the agency-provided State Certification Training, during evening and weekend hours, within 90 days of hire date, and successfully complete a written exam and skills assessment designed to evaluate the special knowledge and skills required for continued certification.
- Must be able to maintain State Certification by documenting annually: six hours of continuing education and the provision of 100 hours of direct services at minimum.
- Experience prioritizing independently, managing multiple and sometimes competing tasks, and meeting deadlines and desired outcomes.
- Adequate personal health, social maturity, emotional stability and effective stress management skills.



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- Sensitivity to varying cultural, ethnic, and social backgrounds, values, attitudes, and languages, as well as tact, poise, professionalism, diplomacy, teamwork, humor, and ability to interact with people from all walks of life.
- Computer proficiency in email and productivity software products.
- Routinely use computer and other office equipment such as phones, fax, printer, and copier.

PHYSICAL REQUIREMENTS:

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. While performing the duties of this job, the employee is typically working in a climate-controlled office environment but sometimes exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

- Normal workday physical activity includes frequent sitting, standing and walking.
- Requires employee to use hands, arms, legs, neck and head while performing tasks.
- Requires occasional twisting at desk when answering phone or keyboarding.
- Requires retrieving files by pulling and pushing cabinet drawers with occasional bending, squatting, kneeling, and reaching above shoulder level.
- Requires frequent data entry into computer keyboard.
- Requires extensive speaking in person and on the telephone with staff and others.
- Requires occasional lifting and/or moving up to 30 pounds.