



Client Liaison and Interviewer

Community Assistance Center is intent on creating a community whose basic needs are met, whose members are self-sufficient and have confidence to thrive. CAC is seeking a Client Liaison and Interviewer to manage the daily operations at our reception desk, interacting with clients, donors and guests, providing resources, managing information and interviewing clients for services.

DEPARTMENT: Programs

ACCOUNTABILITY: Program Director

JOB SUMMARY:

The Client Liaison manages the daily operations of the CAC front desk, welcoming clients and donors, creating appointments and ensuring clients are enrolled in the CAC program. This position manages client data in multiple data bases, ensuring accuracy and completeness. This position ensures that the appointment calendar is completed to full capacity at all times. The Client Liaison makes sure proper procedures are followed and customer service standards and deliverables are met. Thoroughly familiar with all aspects of programs offered at the center, this position provides important assistance resource information to clients and makes decisions having an impact on people and quality of service within each functional area.

DUTIES AND RESPONSIBILITIES INCLUDE BUT NOT LIMITED TO:

Front Desk

- Answers the business line, routing clients, donors and volunteers to the appropriate resource
- Retrieves phone messages from program lines and relays messages
- Returns calls from clients
- Manages appointment system for all CAC programs ensuring that capacity to serve is fulfilled
- Checks in clients with appointments, ensuring completion of paperwork, sign in and security procedures
- Provides referrals to those who do not meet CAC qualifying criteria
- Serves as the CAC ambassador, welcoming all guests, including clients, donors and volunteers and is committed to treating all community members with respect
- Directs and announces all visitors

Administrative Duties

- Interview and qualify clients for CAC services. Approve pledges for Financial Assistance as needed
- Responsible to enter and maintain client data into client databases including Charity Tracker and Client Track
- Audits client documentation for accuracy, authenticity and completeness

- Other administrative duties may be required from time to time

Human Resource Administration

- Trains and supervises front desk support volunteers

Reporting & Communications

- Submits monthly report as required
- Participates in staff meetings

QUALIFICATIONS

Candidate Profile and Experience Prerequisites

Skills and Mindsets

- Strong organizational skills
- High energy level, comfortable performing multi-faceted projects in conjunction with day-to-day activities
- Superior interpersonal skills demonstrating the ability to get along with diverse personalities at all times displaying tact, maturity and flexibility
- Sensitive to the interrelationship of both people and functions within the agency
- Thorough understanding of formal and informal departmental goals, standards, policies and procedures
- Adheres to the highest ethical standards
- Demonstrates sound judgment
- Problem solver
- Anticipates, plans for and meets deadlines
- Demonstrates deep commitment to and belief in CAC's mission
- Ability to communicate verbally and in writing to internal and external clients
- Demonstrates initiative and work as a team player
- Conveys a professional and positive image and attitude regarding the organization and the not-for-profit sector
- Demonstrates commitment to continued professional growth and development

Required Education & Experience

- Bachelor's degree preferred
- Three years of related experience required. Additional education may be substituted for years of work experience and vice-versa
- Spanish-speaking ability preferred
- Demonstrated competence and experience in customer relations
- Demonstrated negotiation, human relations skills
- Demonstrated proficiency in Microsoft Office and charity databases
- Nonprofit experience or experience in a small community-based business and a respect for multi-cultural, homeless or low-income families is highly desirable.
- Success in this position requires excellent customer service, communication and time management skills.
- Is able to manage and prioritize last minute request and/or projects

Job Type: Full-Time

Benefits:

- Health insurance
- Dental insurance

- Vision insurance
- Retirement plan
- Paid time off

Schedule:

- Monday-Friday, with some Saturdays required