



Job Title: **CLIENT SERVICES SPECIALIST**

Department: **Client Services**

Reports to: **Client Services Program Manager**

FLSA Status: **NON-EXEMPT**

SUMMARY

The **Client Services Specialist** role supports the organization as well as the Client Services Department. The role is responsible for managing multiple administrative tasks and serves as the first point of contact in the Department. As the Client Services Specialist, you will have opportunities to execute important day-to-day responsibilities within the Client Services Department, with focus areas on office administration like answering phones, welcoming clients, preparing for events and meetings, working with partners, and working with information management. Within this role you will have a diverse set of responsibilities, will enable the organization to build even stronger operational systems and will implement existing administrative processes more effectively and efficiently.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

- Reliable, consistent, on-site attendance is a requirement. This position requires punctuality and dependable attendance to meet the needs of the business, including attending and participating in meetings and presentations.
- Serve as primary person answering all new client phone calls relating to program interested, document any concerns, communicate them to the appropriate Client Services Coordinator and confirm resolution of all concerns with the client.
- Directing and advising clients when needed, helping in the planning, scheduling, and execution of the distribution at sites – including, but not limited to preparing copies of support documents/tickets; preparing client reminders when sites are moved, rescheduled, or canceled or to inform the client of distribution; suggesting alternate sites when extra product need to be distributed; composing call lists, and verifying with management regarding the scheduling.
- Learn and understand guidelines from Texas Department of Agriculture (TDA) to better support The Emergency Food Assistance Program (TEFAP) and Houston Food Bank (HFB) requirements.
- Processing clients to receive Target Hunger Services – this is done by verifying application through the database program Apricot; program status; re-certifying existing clients; and enrolling new participants according to income guidelines; issuing Services to eligible participants; and referring non-eligible participants to alternative programs and services.
- Responsible for checking Apricot client database daily and connect referrals to the appropriate pantry.
- Easily handle a large number of emails and phone calls from multiple sources per day.
- Keep accurate records of activities within the appropriate databases, such as Apricot, Google Sheets, One Drive, etc.
- Maintaining appropriate recordkeeping documentation for compliance with TDA, HFB and agency regulations and assisting with internal or external audits
- Attend a variety of community meetings as needed including parent nights, health fairs, and partner meetings to present agency services to those in need.
- Assist in the development and/or implementation of departmental projects as needed.
- When needed facilitate program distributions, including set up, client intake, and distributing product, while maintaining program standards and compliance.
- Must have access to reliable transportation, a valid driver's license, and insurance.
- Comply with departmental goals and objectives.
- Perform other duties as assigned.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- High school diploma or equivalent required.
- Two (2) years of customer service and clerical experience required.
- Knowledge of food insecurity in the Houston area is considered a plus.

Computer Skills

- Strong computer competency with proficiency in Microsoft Office products (Outlook, Word, PowerPoint, Excell, Access, G-Suite)
- Ability to operate standard office equipment (phone system, copier, fax, etc.)
- Experience with data management programs that track constituents, knowledge of Apricot Social Solutions a plus.

Communication Skills

- **Bilingual in Spanish required.**
- Exceptional written and verbal communication skills displayed to clients, teammates, and leadership.
- Maintain strict confidentiality of all client records and information obtained during interview process.
- Work effectively as a team member and willingly provide assistance to other staff and volunteers.

Organizational Skills

- Excellent Organizational and time-management sills and heightened ability to manage multiple priorities and deadlines.

PHYSICAL DEMANDS 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.

- Physical exertion includes but is not limited to, bending, walking, and carrying materials.
- Good vision, speaking ability, and hearing acuity.
- Other job specific i.e weather conditions, warehouse environment etc.
- Ability to withstand high heat and humid temperatures as well as cold weather (winter) when working at outside food distribution events. Agency will make appropriate accommodations when needed and provide tools to maintain safe working conditions.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is to be conducted in a controlled, agreeable environment as generally represented by normal office conditions.
- Must wear appropriate business attire when interacting with the public.
- Must be able to work on a flexible schedule.
- Must be dependable in attendance and punctuality.

Employee Printed Name

Employee Signature

Date

Supervisor Printed Name

Supervisor Signature

Date