



POSITION DESCRIPTION

Position Title: Client Services Specialist
Reports To: Executive Director
Job Classification: Non-Exempt, Hourly, 10-15 hours per week
Compensation Range: \$22-\$24 per hour

Summary: The client services specialist provides case management and oversees programs and services for Neighborhood Connection's Spanish-speaking clients. This team member serves as the organization's representative in relevant coalitions and organizations, always representing the organization in a professional manner. On a daily basis, the client and volunteer services specialist interacts with staff, volunteers, clients, resource partners, and the community.

Primary Responsibilities & Essential Functions:

I. Administration

1. Assists the Executive Director with the formulation of procedures regarding programs, services, volunteers, and finances that respond to the changing needs of the community.
2. Maintains the CRM (Customer Relations Management) system as it relates to client and volunteer services.
3. Works with the Executive Director on carrying out the Community Impact Plan for the effectiveness and sustainability of programs and services.
4. Facilitates the translation of materials and publications into Spanish.
5. Supervises the activities of the volunteers who serve as interpreters/translators.

II. Client Services and Programs

1. Manages the planning, implementation, and evaluation of the programs and services Neighborhood Connection provides to clients and the community.
2. Engages in case management with clients and manages the application process for direct financial assistance and referrals to other agencies.
3. Manages client programs and services within budget while communicating budgetary concerns to the Executive Director in a timely fashion.
4. Partners with the Executive Director in problem-solving, and determines appropriate course of action, referral and response to any client/community needs and/or issues.

III. Public Relations

1. Promotes, represents, and supports Neighborhood Connection with a strong and positive image within the community.
2. Participates in various other community organizations/events related to client and volunteer services and/or to build positive public relations for the organization.
3. Fosters partnerships with other service providers and community resource organizations.
4. Assists with special events.
5. Contributes content for communications to clients, volunteers, donors, resource partners and the community.

IV. Fund Development

1. Assists Executive Director with researching programmatic funding sources and writing grant proposals.

V. Other

1. Committed to Waunakee Neighborhood Connection Vision, Mission and Values.

Minimum Knowledge, Skills, and Abilities:

- Bachelor's degree in human services or social work preferred, OR a combination of training, education and/or experience that can be demonstrated to result in possession of knowledge, skills and abilities necessary to perform the duties of this position
- Two years of applicable experience including social work, case management, social services coordination, community outreach, or a similar field
- **Fluency, both in speaking and writing, in Spanish and English required**
- Knowledge of available community resources
- Excellent communications skills, including public speaking, and the ability to adapt communication style to fit the situation and audience
- Excellent interpersonal skills with a collaborative management style
- Excellent organizational, time management, multi-tasking and prioritization skills
- Ability to operate in an open, honest, and forthright manner in order to build and maintain professional relationships with a diverse population
- Availability to work occasional evenings and weekends
- Proficiency with office technology, including Microsoft Office and CRM systems
- Must possess a valid Wisconsin Driver's license and proof of personal auto liability insurance meeting Wisconsin's minimum requirement
- A background check is required for the position

WORKING RELATIONSHIPS

- Reports to the Executive Director
- Daily contact with clients, volunteers, resource partners, donors, and community leaders

Physical Requirements: Combination of sedentary and low-level physical work, exerting up to 50 lbs of force occasionally, with lifting 10-25 lbs on a frequent basis.

Physical Activity: Primary working position-sitting, with occasional standing, walking, stooping, crouching, and kneeling; frequent reaching, carrying, lifting, pushing, pulling, fingering, grasping, typing, talking-speaking clearly, hearing-conversation, and seeing-near

Work/Environmental: Moderate noise level consistent with an office environment

Personal/Physiological: Interaction with people, working around people, planning of activities, making judgements in emergency situations, frequent changes in duties and volume of work, intra-organizational communication

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.

Employee Name (printed): _____ **Date:** _____

Employee Signature: _____ **Date:** _____

