



## **Client Relations Specialist**

### **Summary of Position:**

- The Client Relations Specialist is responsible for providing a superior experience while visiting the CARE Center by greeting clients and families and ensuring that all children and family's needs are met during their appointments; including hosting families, answering questions, completing intake paperwork, and assisting with the play orientation with the children. This position is expected to take customer service to another level and foster kindness and compassion during their visit. This position is also responsible for directing MDT members, visitors and clients to the appropriate rooms/areas and ensuring only authorized people are allowed in the building. The Client Relations Specialist is responsible for answering phones, coordinating office appointments, general upkeep of the play orientation and refreshment areas. This position is empowered to make decisions and help our clients. This entails recommendation of toys, tools and engagement opportunities and evaluation of children's needs throughout their appointment. The Client Relations specialist should work with Leadership to ensure unhappy clients are met with and satisfied. This position reports to the Director of Operations.

### **Essential Job Functions:**

- Open and close the front area according to business operating hours (unlock/lock door, open/close blinds, turn on/off lights, turn on/off coffee machine, etc.).
- Answer main telephone lines; transfer and screen calls appropriately. Take appropriate messages including: name, number, reason for call, time and date.
- Receive any deliveries to The CARE Center and manage ingoing and outgoing mail
- Manage and enter intake paperwork for appointments.
- Work with Family Advocates to ensure Outcome Measurement Surveys are distributed and collected.
- Participate in the training of new interns and volunteers on Client Relations and Child Specialist duties.
- Make sure each client present is authorized to be on The Care Center campus. Checking ID's and use of our cameras is required.
- Interact with children and families in front area before and after appointments. Be a shining example of customer service.
- Make sure children pick a stuffed animal and a Brave Pack before they leave.
- Make reminder calls for upcoming appointments two days in advance.
- Ensure transportation by Yellow Cab for families who need transportation assistance.
- Ensures cleanliness of play areas. Keeps all public area's tidy and organized.

- Ensures snacks, and drinks (hot and cold) are consistently stocked. Communicate needs to Director of Operations.
- Support all external affairs efforts.
- Maintains working knowledge of accreditation standards of National Children's Alliance, Task Force Protocol, and applicable laws as needed.

**Essential Job Functions:**

- Ability to keep track of who is in the building, where they are, and what they are doing.
- Alert staff of potential dangers/perpetrators on campus.
- Able to meet confidentiality requirements.
- Providing back-up assistance to Family Advocates when necessary.
- Awareness of functions and personnel of agencies that partner with the CARE Center.
- Ability to provide excellent customer service to all clients, partners and guests – offering coffee, asking questions, and engagement with all clients.

**Skills and Abilities:**

- Exemplary Customer Service skills.
- Flexibility and adaptation to fast-paced environment.
- Strong verbal and written communication skills.
- Ability to work independently and within a team environment to achieve common goals.
- Ability to react and adapt to changing situations appropriately.
- Excellent time management skills and ability to comfortably multi-task and handle multiple priorities simultaneously.
- Good judgement skills.
- Ability to be calm in a crisis
- Communication/people skills; cultural competence.

**Knowledge, and education requirements:**

- Minimum Requirement: Bachelor's degree preferred, but not required. Prior work in a social services field, or previous experience working with children required.
- Client demographic tracking and reporting experience.
- Knowledge of Microsoft Office programs.
- Experience in Customer Service.
- Experience working with multi-agency organizations preferred.
- Must pass nationwide background check.

**Working Conditions:**

- Majority of work will be performed with in a climate controlled office setting with little exposure to children and adults in a waiting room environment.

The above is intended to describe the general requirements for the performance of this job and is not to be constructed and an exhaustive statement of essential functions, responsibilities or requirements.

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Employee Signature

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Date

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Care Center Representative

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Date