



Guest Experience Coordinator

Summary of Position:

The Guest Experience Coordinator is responsible for ensuring the client and child processes and experiences are stellar in nature, representing the CARE mission and vision. This position is responsible for managing all elements of the volunteer and intern program. The position involves assessing and meeting the organization's needs through the recruitment, placement, and retention of volunteers. A robust program will include orientations, on-going trainings, blending into the staff through meetings and trainings, and special recognition. The Guest Experience Coordinator is expected to take customer service to another level and foster kindness and compassion to all visitors, and volunteers. Coordinating the client experience begins prior to the child/caregiver's appointment, ensuring pre-calls and arrangements are established, and appropriate greetings, comfort arrangements (snacks, drinks, private rooms) are coordinated. In addition, when there are special meetings, trainings and conferences in the building, this position will be responsible for coordinating the guest experience. Using their volunteers/ interns or other team members, the guest experience should include greeting, educating, hosting, assisting, and representing the CARE mission. The Guest Experience Coordinator will directly be responsible for client management and in the event, volunteers are not available, will be doing this position directly. It is expected the Guest Experience Coordinator (and or their designee) will work to keep areas, tidy, clean, stocked, and safe. Imagination and creativity are welcomed in this position to help educate and entertain children.

Essential Job Functions:

- Serve as initial point of contact for child, client, and guest relations.
- Recruit and retain individual volunteers and interns.
- Create relationships with volunteers to help promote volunteer retention. Create the necessary program to train, engage and encourage.
- Match interested volunteers with an opportunity that suits their skill set and serves the organization.
- Perform quarterly checks with each volunteer to recommend changes, compliment actions going well.
- Manage and track volunteer hours and service logs and communicate outcomes with designated staff.
- Develop and present volunteer orientation and training procedures.
- Serve as point of contact for all volunteer activities and projects.



care
center

CHILD ABUSE RESPONSE & EVALUATION

- Maintain stock of client, child and guest supplies and work with VP to get necessary items ordered.

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.
- Ability to take charge and change/adapt in stressful situations.
- 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.
- Prior supervisory experience.
- Prior experience with volunteer recruitment and scheduling.
- Prior experience with Intern management and programming.
- 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 exposure to children and adults in a waiting room environment. Bending, lifting and long periods of sitting.



care
center

CHILD ABUSE RESPONSE & EVALUATION

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.

Employee Signature

Date

Care Center Representative

Date