

Client Service Coordinator Job Description

The Client Service Coordinator assists with the delivery of all services provided within Southeast Linn Community Center as assigned by the Executive Director. The Client Service Coordinator supervises volunteers and manages the following programs: Senior Nutrition, Senior Transportation, Food Pantry and Clothing Closet.

Job Duties and Responsibilities (Other duties as assigned)

Volunteer Coordination Duties

- Maintain Volunteer handbooks for each volunteer assignment
- Schedule volunteers to sufficiently staff all programs
- Conduct and/or arrange for volunteer orientation and training
- Maintain complete files for all program volunteers
- Organize and participate in volunteer recognition programs and special events
- Evaluate all aspects of volunteer programs to ensure effectiveness and to recommend/implement changes as appropriate
- Maintain accurate records and provide timely statistical and activity reports
- Provide ongoing support and guidance for volunteers

Senior Nutrition Duties

- Prepare and send daily paperwork and maintain communication with meal provider to ensure appropriate service delivery
- Maintain equipment, storage, preparation and serving areas in a safe, sanitary manner
- Maintain inventory of kitchen supplies
- Maintain required food safety files for volunteers
- Follow all health and safety guidelines
- Schedule appropriate enrichment activities for seniors

Senior Transportation Duties

- Supervise and schedule volunteers to provide rides for seniors
- Provide volunteers and clients with required paperwork and training
- Maintain accurate records of rides provided and mileage reimbursement needed
- Ensure both clients and volunteers follow all policies and procedures of program

Food Pantry Duties

- Provide direct service to clients utilizing food pantry
- Assist clients in completing required paperwork
- Assist with record-keeping, organization and inventory management as needed

Clothing Closet Duties

- Schedule volunteers for all clothing closet shifts
- Monitor donations and schedule volunteers to sort as needed
- Maintain overall organization and cleanliness of clothing closet
- Maintain accurate records of both clients and volunteers

Education/ Experience

- High school graduate or GED required. College experience preferred.
- Job-related experience required

Skills

- Proficient in computer applications, including: word processing, spreadsheets, and email
- Record-keeping skills, planning skills and organizational ability

Capabilities

- Demonstrated capability to conduct one's self in a calm and professional demeanor when dealing with the public and/or with difficult situations
- Demonstrated capability to effectively communicate orally and in writing
- Proven ability to protect confidentiality of all clients and volunteers
- Ability to work well with a diverse group of staff and volunteers
- Willingness to adjust hours to accommodate the needs of the job
- Ability to effectively manage a wide array of tasks, projects, and responsibilities
- Ability to work productively in an unstructured environment with frequent interruptions
- Ability to stand over 50% of the time
- Ability to lift, load and unload objects weighing up to 40 lbs

Time Commitments

- Hours are generally Monday through Friday between 9AM and 4PM or as needed
- Hours need to be flexible; must be available for special events and training