



POSITION TITLE: **Client Services Coordinator**

REPORTS TO: Program Manager

Position Summary: In accordance with the standards of the House of Mercy and in union with the Magisterium of the Catholic Church practices and policies, the Client Services Coordinator plays a vital role at the House of Mercy. The Client Services Coordinator will oversee and coordinate the daily client intake process, the mobile pantry, and any additional specific client programs along with other key business functions related to House of Mercy. They will ensure that all processes and all similar components essential to the smooth and effective operation of the House of Mercy are carried out in a professional, compassionate, and merciful manner.

The Client Services Coordinator will play an important role in contributing to the total effectiveness of the Mission, communicating openly, solving problems proactively, offering creative ideas and working as a positive, engaged team member. Flexibility and a cooperative spirit are crucial characteristics of the individual who holds this position.

- Assist clients with the check in process
- Supervise clients while waiting
- Distribute client assistance properly
- Manage and oversee potential choice pantry
- Record all assistance and manage database
- Keep client files, accounts, and program flyers up to date
- Oversee and grow Mobile Pantry and its volunteers
- Make Carts of food for clients
- Help renew/re-enroll old clients
- Register new clients
- Help run additional client programming throughout the year and assist in other House of Mercy events
- Maintain regular communication with Program Manager and fellow coordinators
- Cover for other coordinators when necessary
- Participate in staff meetings as required
- Comply with the HOM established standards, policies, and rules of conduct for all employees and volunteers
- Other duties as assigned

Job Requirements:

- College graduate or equivalent preferred
- Be in good physical health, and able to lift heavy objects (up to 50lbs)
- Have compassion for others
- Be willing to listen
- Good communication skills

- Respectable conflict resolution skills
- Good customer service and people skills
- Well Organized
- Flexibility and willingness to grow
- Competency in Microsoft Word, Excel, Google Drive, and email
- Fluency in Spanish required

Work Hours: Full time, 40 hours/week