



POSITION TITLE: Client Services Coordinator

REPORTS TO: Program Manager

SUPERVISES: Volunteers

LOCATION: Manassas, VA

COMPENSATION: \$16.00 per hour, full- or part-time

SCHEDULE: Full-time or part-time, with core hours Monday-Friday, 10 AM - 4 PM
Expect rare evening and Saturday commitments for specific events.

ABOUT US:

House of Mercy is a Catholic 501(c)(3) nonprofit whose mission is to create environments where God's mercy flourishes by meeting basic needs and supporting personal and spiritual growth. Founded in 2005 by a Catholic priest, we serve some of the most underserved populations by feeding, clothing, and praying for anyone who comes through our doors. Through our Thrift Store, Donation Center, and Food Pantry, we offer free food and clothing with no restrictions on geography or background — always with a focus on preserving dignity and serving the whole person.

Position Summary:

In accordance with the standards of House of Mercy and in union with the Magisterium of the Catholic Church practices and policies, the Client Services Coordinator plays an important role at House of Mercy. The Client Services Coordinator will oversee and coordinate the client registration and food pick up process and help organize the food pantry donation process 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 and merciful manner.

This role requires someone who is flexible, proactive, and collaborative — a key team member who will help maintain a positive, productive environment while delivering on our community-focused mission.

Key Responsibilities:

- Register new clients and re-register seasoned clients
- Assist clients with food, clothing and other assistance
- Record all assistance and manage database
- Keep food pantry organized
- Take in food donations
- Other duties as assigned

What We're Looking For:

- Strong interpersonal and communication skills (written and verbal)
- Well-developed organizational and time management skills — able to juggle schedules, details, and deadlines
- A passion for community service, people development, and inclusion
- A strong personal faith and comfort working in a Catholic ministry environment; Catholic background preferred
- Comfort with public speaking, email communication, and private discussions
- Conflict resolution experience and the ability to manage conflict well
- Flexibility and willingness to grow
- College graduate or equivalent preferred
- Be in good physical health, and able to lift heavy objects (up to 50 lbs.)
- Competency in Microsoft Word, Excel, and Email
- Fluency in Spanish is required

What We Offer:

- Competitive pay at \$16.00/hr for full-time or part-time positions, with benefits available for full-time employees (health with vision, dental, paid time off, holidays)
- A collaborative, mission-driven work environment where your contributions are valued
- Opportunities for professional development and growth within House of Mercy
- The chance to make a meaningful impact on the community and the lives of our clients

To Apply:

Send your resume and a cover letter to rmurphy@houseofmercyva.org, detailing your interest in the position and why you're a good fit. Applications will be reviewed as they are received.