

# Job Description

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## Client Services Representative

**Status:** Part-time

Non-salary, non-Overtime Eligible

**Reports to:** Intake Manager

**Date Updated:** November 2020

**Location: Day Resource Center; 1800 Grand Ave, Waukegan, IL**

### **POSITION SUMMARY**

This position is a paid internship position in partnership with Lake County Workforce Development and a wonderful opportunity to gain experience in the nonprofit sector. As the primary contact for individuals seeking information about shelter services, the Client Services Representative (CSR) will play a critical role in ensuring that anyone experiencing a housing crisis feels welcomed, safe, and supported.

The CSR will answer in-bound calls and respond to messages left with other staff that have been forwarded to them. The CSR will communicate basic details about shelter operations, dates and times of appointments and contact information for other staff and community resources to callers requesting information. As needed the CSR will assist intake and other program staff with clerical duties including filing and organizing.

### **ESSENTIAL FUNCTIONS**

- Provide an atmosphere of customer service in assuring that clients, donors, volunteers, and outside agencies are treated in a friendly and respectful manner.
- Provide accurate and timely information to people calling with information requests
- Learn and understand community resources in order to direct individuals and families to appropriate services.
- Provide support that is equitable and meaningful to PADS diverse population.
- Maintain effective communication with other staff members.
- Assist in file management and other clerical duties as assigned.

### **DUTIES / RESPONSIBILITIES**

#### **Client Service**

- Ensure that professionalism is demonstrated with respect to identifying/responding to client needs, maintenance of confidentiality and demonstrate awareness of boundaries
- Ensure that all information requests receive a response within one business day.

#### **Customer Service**

- Answer the agency phone promptly and professionally by directing all incoming calls to the appropriate service/individual and take messages as needed.
- Greet visitors, have them sign in according to policy, and provide them direction to the various agency offices and rooms.

- Notify the PADS office of any donations received and make sure all donors complete the donation slip.

#### **Administrative**

- Ensure reception area and waiting room is always clean and organized.

#### **General**

- Comply with PADS Lake County policies as detailed in personnel handbook
- Able to work in a demanding environment and handle multiple tasks simultaneously when necessary.
- Other duties as assigned.

### **REQUIREMENTS / QUALIFICATIONS**

#### **Education / Experience**

- 1-2 years of office experience; support in a homeless population preferred
- Associates Degree required (or equivalent experience accepted)
- Bi-lingual Preferred
- Excellent communication and interpersonal skills
- Strong personal organization and time management skills
- Excellent team building skills
- Valid Illinois driver's license
- Must have own transportation (reliable vehicle)
- Technology proficiency, including Microsoft Office Suite
- Detail oriented
- Ability to work independently without supervision.
- Demonstrates a passion for the PADS mission and does so in a consistent and professional manner

#### **Hours and Working Conditions**

- 2-4 hours a day, five days/week (negotiable)