

Client Support Facilitator

Job Description

Title: Client Support Facilitator

Reports to: Operations Manager

FLSA Status: Non-Exempt

Wages: \$20.00/hour

Job Type: Full Time

Location: Pacific Beach Office

Summary Position Summary: Under general supervision from the Operations Manager, provides client services and administrative support from the front desk, including data management and program support. Performs client services and office support functions for the business center as directed by supervisor. As the first, and often only, contact that many clients, community members, and other survivors of violence will have with CCS, the Client Support Facilitator provides professional and courteous service to create a welcoming and caring environment. Works with the Coastal team to ensure the timely, effective, and seamless provision of services to survivors of violence, professionals, donors, and other individuals who contact CCS seeking assistance, information, resources, support, or referrals.

Essential Functions:

- Greet clients and walk-ins, respond to their immediate needs, and create a welcoming environment.
- Operate a high-volume, multi-line phone system, answer, and direct calls appropriately.
- Identify service needs of callers or walk-ins, then link individuals to appropriate CCS staff and program services.
- Follow security protocols to ensure the safety of clients and staff.
- Ensure that all clients' confidentiality is protected.
- Ensure ongoing familiarization with all CCS programs and services, including eligibility requirements.
- Provide administrative support to a variety of programs including, but not limited to, advocacy, counseling, legal, prevention & education, fiscal, HR, and development.
- Maintain agency-wide monthly calendar.
- Accurately and thoroughly document contact with clients and hotline callers in a timely manner through Efforts to Outcomes (ETO).
- Track and log incoming checks, record on log, and forward checks/copies according to protocol.
- Support agency gift card documentation process.
- Process and distribute incoming correspondence via US Postal Service or electronic mail.
- Prepare monthly expense check requisitions.
- Maintain office supply inventory including the preparation and delivery of supply orders.
- Support with coordination & receiving donations to our Pacific Beach Office.
- Support facility alarm system, telephone system maintenance, and office equipment.
- Maintain accurate timesheet records in CCS' payroll system.
- Maintain general upkeep of communal areas not limited to reception area, conference rooms, and kitchen areas at the Coastal office.

- Other duties as assigned.

Job Requirements:**Education:**

- High School diploma, GED, or comparable education; or a combination of work and lived experience in lieu of education.
- CCS' California State-approved 66.5 hours Domestic Violence and Sexual Assault Crisis Intervention Training, completed upon hire.

Experience:

- One (1) year of general office experience.
- Bilingual English/Spanish

Preferred Experience:

- One (1) year in a non-profit work setting.
- One (1) year work experience in the field of intimate partner violence/sexual assault intervention or prevention, client services, and/or crisis intervention.

Core Competencies:

- Excellent written and oral communication skills
- Computer proficiency with Microsoft Office Applications (Word, Excel, Outlook, Power point, Access)
- Organized and detail oriented with the ability to effectively multi-task, prioritize, and meet deadlines.
- Ability to maintain a proactive approach and execute all duties in their entirety.
- Proactively adapt to always changing requirements and duties
- Maintain confidentiality and professionalism at all times.

Working Environment (In-person only):

This job operates in a professional office environment. Ability to work in IPV, SA, and stalking fields. Working conditions may include possible exposure to communicable diseases related to those typically found in social service settings.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Must be able to carry up to 20lbs.

Travel:

Some travel may be required (approximately 5% within San Diego County). Must have reliable transportation available for work-related purposes, a valid California driver's license, and proof of automobile insurance.

Work Hours

The employee must be available during Agency working hours of 8:30 a.m. to 5:30 p.m. and must work 30 hours each week to maintain full-time status.

To Apply: Please submit a resume and cover letter to Human Resources at HR@ccssd.org