

**Position:** Client Services Specialist

**Classification:** Part -time

**General Responsibilities:** Provide professional and positive client engagement and progress/growth. Communicate NFCC program information, program enrollment, interviews for all NFCC clients.

**Specific Duties:**

- Advocate, serve as a resource/referral for clients to secure services and resources within NFCC program and community resources.
- Welcome and log in client assistance at intake desks. This includes client receiving food assistance, financial assistance, and education and holiday services.
- Update client applications within NFCC databases.
- Conduct annual interviews.
- Update and inform clients of policy, process and updated or new services.
- Client Services Specialist work in a variety of arenas at the agency. Client specialist cover multiple “desks” serving in a variety of departments.
- Stay informed as to current program details.
- Maintain digital and actual files/records
- Represent NFCC values: collaboration, compassion, dignity and inclusion to all clients, volunteers and community.
- Proficient in CIMBA/Salesforce and Client Track.

**Minimum Education/Experience:**

- Position requires excellent organization and communication skills. Good telephone skills. Ability to work with volunteers. Experience in customer service. Computer/Internet experience.
- Must have experience in working with the public, keeping records; pass a background check, drug screen, and have a valid Georgia driver’s license.

**Reports to:** Primary: Client Services/Intake Manager

To apply, email your resume to [cswan@nfcchelp.org](mailto:cswan@nfcchelp.org).