



GREAT CAREERS START HERE!

Are you interested in becoming a valued member of an award-winning team of professionals who are dedicated to help ease hardship & foster financial stability in our community? We'd love to hear from you! Apply today for the part-time Client Services Specialist position by sending your resume to: jobs@nfcchelp.org

Job Summary: Client Services Specialist is an important role to connect clients to the programs and services that NFCC offers. The role includes data entry, updating clients' applications, and keeping clients and students informed of programs and service enhancements.

Job Duties and Responsibilities:

- Serve as the reception point of first contact to NFCC.
- Welcome and log in client assistance at intake desk.
- Informs clients and potential clients to NFCC services and programs.
- Assist clients to enroll in special NFCC services and programs.
- Assist agency programs with translation communications.
- Answers general questions and provides information and referrals to other agencies.
- Enters data for client applications within NFCC databases including Salesforce.
- Serve as point of contact other partner agency staff.
- Regularly works with volunteers.
- All other duties assigned by management.

Required Skills and Abilities:

- Knowledge of MS Office preferred (word and excel)
- Strong customer service and interpersonal skills, ability to relate to people and accept individual differences.
- Ability to work in a team environment and independently with minimal supervision.
- Ability to maintain professional ethics and confidentiality of client information.
- Knowledge of Salesforce preferred.
- Spanish speaking preferred.
- Criminal background check clearance.
- Negative drug test screen.

Education and Experience: High School Degree or equivalent. One - Two years of customer experience or other relevant experience. Bilingual preferred (English/Spanish).

Supervisory Responsibilities: None

Job Competencies:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical

Physical Demands and Work Environment: Work is performed indoors in an office setting sitting in front of a computer 80% of the time. Must be able to lift, push and pull up to 10 lbs.

EEO Statement: NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business needs.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

If this sounds like the role for you, we'd love to meet you! Please submit your resume to jobs@nfcchelp.org.

NFCC is a 501(c) 3 nonprofit organization.