

Shield-Bearer Counseling Centers
JOB DESCRIPTION
Client Relations Specialist (Part Time)

SUMMARY OF FUNCTION

Responsible for providing clients with excellent experiences and facilitating client retention through professional and caring interactions.

ORGANIZATIONAL DUTIES AND RESPONSIBILITIES

1. Supports the mission, vision and values of Shield-Bearer Counseling Centers. Complies willingly with all organizational policies and procedures.
2. Supports all functions that attain and maintain compliance with regulatory agencies or licensing boards.
3. Supports and facilitates positive interaction with others by exhibiting:
 - Individual maturity
 - Respect for others
 - A team-centered approach
 - Maintenance of confidential information
 - An appreciation of a multicultural workplace
4. Exhibits effective communication skills.
5. Participates in appropriate professional development programs to attain and maintain competency.
6. Effectively manages financial, informational and physical resources to achieve the organization's objectives.
7. Facilitates and supports the design and implementation of all organizational policies and procedures.
8. Reports and facilitates reporting of (and if possible, provides intervention for) incidents of abuse or potential abuse involving clients.
9. Promotes a physically safe and emotionally healthy work environment.
10. Supports the organization and its agents in all interactions with the public to maintain the good reputation of the organization.

JOB-SPECIFIC DUTIES AND RESPONSIBILITIES

Essential Duties:

1. Exhibits regular and punctual attendance.
2. Serves as consultant to the Executive Director on all intake, information and referral and contract counselor relationship issues.
3. Professionally develops rapport and establishes professional and caring relationships with new potential clients and ongoing clients.
4. Ensures all assigned volunteers and staff assisting with client relations responsibilities perform them at the highest levels of excellence.
5. Answers incoming phone calls and provides excellent customer focused experiences for clients and potential clients.
6. Assures that the office facilities are professional and warm, accommodating an exceptional on-site client experience.
7. Assures that initial calls for services are returned in a timely manner.
8. Sets appointments of clients with counselors based upon the client's expressed needs.
9. Provides and facilitates clients' excellent experiences including client retention as they enter and leave appointments.

10. Facilitates payment and recording of payment according to agreed upon policies and procedures.
11. Facilitates routine client letters, like school absence letters and certificates, according to agreed upon policies and procedures.
12. Assures all potential clients are scheduled for appointments in a timely manner.
13. Collaborates with Counselors to facilitate the client's experience of the shortest amount of time between initial call and first session.
14. Produces assigned reports in a timely manner.
15. Assists Clinical Coordinator and Counselors with appropriate records management.
16. Establishes and maintains positive working relationships with all staff and volunteers.
17. Consults with and assists the Clinical Coordinator to ensure records are maintained in a confidential manner, and all requests for copies of records are handled in a timely manner.
18. Exhibits appropriate interaction with clients, volunteers, office visitors and the general public.
19. Effectively assesses issues of the organization's clients and reports all issues that may impact public relations or liability of the organization to the Office Manager or Executive Director.

Related Duties:

1. Promotes all efforts to improve quality of service delivery including providing documentation in a timely manner and providing suggestions for quality improvement, including reporting any and all client complaints to the Executive Director.
2. Establishes and maintains communication with all staff and volunteers to accomplish related business functions.
3. Establishes and maintains liaison with agencies and other resources as assigned.
4. Assures compliance with all internal and external regulations regarding service delivery.
5. Facilitates other projects as assigned.
6. Within scope of job responsibilities, exhibits customer service, decision-making and problem-solving skills.
7. Effectively prioritizes and coordinates job tasks for maximum productivity.
8. Generates correspondence, administrative reports and related documentation as assigned.
9. Initiates/attends/participates in administrative/staff/committee meetings as assigned.
10. Assists assigned staff with administrative duties including, but not limited to, filing, copying, sorting, and assisting with mailings.

REPORTING RELATIONSHIP

Office Manager

SUPERVISORY RELATIONSHIP

All volunteers, graduate students, etc. who assist with client experiences and satisfaction.

PHYSICAL AND SENSORY REQUIREMENTS

1. Ability to read, write and converse in English.
2. Ability to communicate with staff, clients, families, vendors, support agencies and others.
3. Ability to remain calm and composed under stress.
4. Bending, lifting, grasping, fine hand/eye coordination, pushing/pulling, and prolonged sitting/standing.
5. Ability to respond to telephones and other auditory stimulation.
6. Ability to discriminate color.
7. Quantitative/mathematical ability (addition, subtraction, multiplication, division, standard measurements).
8. Ability to evaluate/interpret information and make independent judgments/decisions.

JOB SPECIFICATIONS

1. A Bachelor's degree from an accredited university in Social Work, Psychology, Ministry or a related field is preferred.
2. Basic competency in Microsoft Office for Windows applications (word processing, spreadsheet, e-mail, etc.) is required.
3. Basic ability to learn client record software system required.
4. Proficiency in general office equipment operation is required.
5. Must possess exceptional time management and detail-orientation skills.
6. Must possess a valid Texas driver's license.
7. Must be available for travel as needed.

SIGNATURES

Incumbent (I have read/received a copy)

Date

Office Manager

Date