

Fresh Start Women's Foundation

Job Description

Title: Client Relations Assistant

Reports to: Client Services Supervisor

Position Type: Hourly/non-exempt

Supervisory Responsibility: No

Organization and Mission:

Fresh Start is a unique organization, offering a holistic approach to providing resources that can nurture any woman's personal and professional development at any stage of her life. The mission of Fresh Start Women's Foundation is to connect women and change lives through its many programs and services: Personal Development Services, Family Law Support Services, Library and E-learning Center, Education Services, Self-Esteem Services, Mentoring Program, and Career Services.

Job Summary:

The Client Relations Assistant is responsible for assisting with the day-to-day operations of the front desk, education center, and E-learning center. Client Relations staff are the first point of contact for welcoming all clients, guests, and volunteers to the center. This position is intensely focused on providing a high level of customer service with empathy and understanding of the diverse situations that bring clients into the center.

Specific Job Responsibilities:

- Assess client needs and aid them in accessing appropriate program, services and referrals.
- Perform safety and security procedures during opening and closing tasks and during emergency situations.
- Professional communication and telephone skills while providing information.
- Perform data entry and updates to client database.
- Assist with all workshop activities including set-up, breakdown, presenter support, and client registration.
- Complete reconciliation of monies collected from program fees.
- Participate in regularly scheduled staff and team meetings.
- Perform other duties as assigned.

Job Skills and Requirements:

- Ability to work with diverse populations.
- Demonstrate strong organizational, problem solving and decision making skills.
- Detail oriented with an ability to prioritize and handle multiple tasks.
- Ability to function well in sensitive or urgent situations.
- Ability work effectively both with a team and individual work environment.
- Attention to detail in a fast paced environment.
- Work flexible hours including mornings, evenings, and weekends when necessary.
- Excellent public speaking and presentation skills.
- Exhibit initiative, flexibility and professionalism.
- Ability to manage time and plan effectively.

Qualifications:

- Bilingual (English/Spanish) required with the ability to speak, read, and write in Spanish and willingness to assist with translations.
- Must have clear and competent oral and written communication skills.
- Minimum High School Diploma or GED with one year experience in an administrative role or nonprofit setting.
- Competent in MS Word, Outlook, Excel, and PowerPoint.
- Physical ability to do light moving, set up of classrooms and lifting of boxes weighing 45-50 lbs.

To apply: Please send a cover letter and resume to resumes@fswf.org with Client Relations Assistant in the subject line

**No incomplete submissions will be considered.*

Notice: This job description in no way states or implies that these are the only tasks to be performed by the employee occupying this position. The employee will be required to follow any other instructions and to perform any other job related duties requested by his or her supervisor. Fresh Start reserves the right to change this job description at any time. This job description supersedes prior job descriptions. Reasonable accommodations can be made for a disability that is affected by the above stated job responsibilities and/or qualifications.

Revised July, 2018