



Position Title: Client Relations Specialist

Department: Programs

FLSA Status: Part-time

Location: Lincoln, Nebraska

Reports to: Vice President of Programs

Date Created: October 2021

God has called **us** to **build up** the **Body of Christ** in southern Nebraska through the spiritual and corporal works of mercy. We are **called** to **grow** in holiness, **walk** in trust, **serve** with integrity, and **faithfully** proclaim the Gospel.

Position Summary: The Client Relations Specialist represents a unique role that establishes the foundation of care and manner of services received by all who walk through our door. He/She will greet and welcome clients, volunteers, donors, and vendors when they arrive or call. This position serves a vital role in the delivery of social services at our downtown Lincoln location.

Essential Functions:

- Greet clients, volunteers, donors, and vendors.
- Answer calls and emails in a kind, appropriate manner.
- Accept in-kind gifts and distribute to program staff and/or department.
- Utilize Clarity, a community-wide database to track client services.
- Assist and resolve questions and concerns in a confidential manner.
- Serve as the point of contact between clients and CSS staff.
- Monitor safety and emergency procedures and evacuation plans.
- Organize, file, and/or distribute paperwork to appropriate places.
- Represent, communicate, and integrate authentic Catholic social teaching in the presentation of CSS' mission.
- All other duties as assigned.

Preferred Competencies:

- Communication; written and verbal
- Cooperation
- Teamwork
- Problem Solving
- Ethical
- Organizational Support
- Safety and Security

Catholic Social Services does not discriminate in employment on the basis of race, color, religion, sex, national origin, age, marital status, personal appearance, family responsibilities, physical or mental disability, political affiliation, status as a veteran, or any other basis protected by applicable Federal and Nebraska laws.

Qualifications:

High school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience. Must be knowledgeable about the Catholic Church and support its moral and religious teachings. Fluency in Spanish is preferred.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to handle or feel, reach with hands or arms, climb or balance, talk or hear. The employee must regularly lift and/or move up to 15 pounds.

Working Environment:

While performing the duties of this job, the employee is primarily indoor working conditions. The noise level in the work environment is usually moderate.

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