

**Position Title:** Client Relations Specialist  
**Department:** Social Services  
**FLSA Status:** Hourly Non-Exempt (PT 24 hrs/wk)  
**Location:** Lincoln, Nebraska  
**Reports to:** Regional Director of Social Services-Lincoln  
**Date Created:** June 2019

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 is a key person at Catholic Social Services. This position will greet and welcome customers, guests, clients, and vendors when they arrive or call.

**Essential Functions:**

- Greet customers, guests, clients, donors, and vendors.
- Monitor specific safety and emergency procedures and evacuation plans.
- Answer phones and emails in a kind, appropriate manner.
- Coordinate donor in-kind gifts.
- Assist and resolve questions and concerns in a confidential manner.
- Organizing, filing, and/or distributing paperwork in appropriate places.
- All other duties as assigned.

**Preferred Competencies:**

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

**Qualifications:**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. Bilingual in English/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.

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.