



<b>DATE:</b>		<b>POSITION</b>	<b>CLIENT SERVICES LIAISON</b>	
<b>INCUMBENT</b>			<b>SUPERVISOR</b>	<b>CLIENT RESOURCE MANAGER</b>
<b>DEPARTMENT</b>	<b>CLIENT SERVICES</b>		<b>FLSA STATUS</b>	<b>NON-EXEMPT</b>

**POSITION PURPOSE**

The primary role of the Client Services Liaison is to work effectively with the public to assist them in obtaining information about, and applying for, Save the Family programs, as well as providing information to clients needing access to staff members and helping with their requests for information.

- MINIMUM QUALIFICATIONS**
- High school diploma or GED is required.
  - Some experience in customer service required, preferably in the social service field.
  - A valid Arizona driver's license, reliable transportation, current auto insurance, and clean driving record are required.
  - Be able to proficiently speak, read and write the English language.
  - 25 years of age or older for liability insurance requirements.
  - Valid Arizona Fingerprint Clearance Card OR must qualify for a valid Arizona Level One Fingerprint Clearance Card.
  - Eligible to work in the United States of America.
  - The candidate must have flexible availability. Office hours are Monday through Friday 8am-5pm, though this position has a varied work schedule and will include evenings and occasional Saturday events.

- OTHER KNOWLEDGE, SKILLS AND ABILITIES**
- A demonstrated commitment to the mission, vision, and values of Save the Family Foundation of Arizona.
  - Knowledge of community resources.
  - Self-starter with excellent time management skills.
  - Proficiency in Microsoft Office Suite including Word, Excel, and Outlook.
  - Ability to maintain strict confidentiality.
  - Professional in manner and appearance.
  - Ability to manage and maintain composure in a fast paced environment.
  - Consistently organized and flexible.

**SUPERVISORY RESPONSIBILITIES**

None

- KEY RESPONSIBILITIES**
- Manage the telephone lines.
  - Monitor the front office and manage visitors and appointments.

<ul style="list-style-type: none"> <li>- Assist the public in obtaining program information, applying for the programs, and with requests for service.</li> <li>- Manage required reporting to include but not limited to application lists, grievances, and customer satisfaction surveys.</li> <li>- Provide appropriate referrals to clients and the public.</li> <li>- Be an active and proactive liaison between the public and staff members.</li> </ul>
<ul style="list-style-type: none"> <li>• Follow Save the Family policies and procedures as outlined in the Employee Orientation Manual.</li> </ul>
<ul style="list-style-type: none"> <li>• Become familiar with the service population including diverse cultural and socioeconomic characteristic.</li> </ul>
<ul style="list-style-type: none"> <li>• Prepare and submit all required reports and monitoring activities in a timely and accurate manner.</li> </ul>
<ul style="list-style-type: none"> <li>• Adhere to all behavioral General Competencies.</li> </ul>
<ul style="list-style-type: none"> <li>• Adhere to STF and ARM policies and procedures.</li> </ul>
<ul style="list-style-type: none"> <li>• Greet donors and accept donations</li> </ul>
<ul style="list-style-type: none"> <li>• Greet and direct visitors and clients</li> </ul>
<ul style="list-style-type: none"> <li>• Answer and direct calls</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain lobby and front desk areas</li> </ul>
<ul style="list-style-type: none"> <li>• Assist Case Managers and other staff as requested</li> </ul>
<ul style="list-style-type: none"> <li>• Assist with maintaining the file room</li> </ul>
<ul style="list-style-type: none"> <li>• Complete background checks for housing referrals</li> </ul>
<ul style="list-style-type: none"> <li>• Grade assessments and log into HMIS</li> </ul>
<ul style="list-style-type: none"> <li>• Accept grievance forms and log into database</li> </ul>
<ul style="list-style-type: none"> <li>• Log dead files into database</li> </ul>
<ul style="list-style-type: none"> <li>• Prepare and receive mail</li> </ul>
<ul style="list-style-type: none"> <li>• Prepare coffee and supplies for the lobby and for staff</li> </ul>
<ul style="list-style-type: none"> <li>• Other tasks as needed</li> </ul>

<b>PHYSICAL DEMANDS</b>		
<b>Physical Demand</b>	<b>Definition (ADA)</b>	<b>Requirements</b>
Stand or sit	Stationary position	Must be able to remain in a stationary position less than 80% of the time.
Walk	Move, traverse	The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
Use hands/fingers to handle or feel	Operate, Activate, Use, Prepare, Inspect, Place, Detect, Position	Constantly operates a computer, telephone and other office productivity machinery, such as a calculator, copy machine, and computer printer.
Climb (stairs/ladders) or balance	Ascend/Descend, Work atop, Traverse	NA
Stoop, kneel, crouch, or crawl	Position self (to), Move	Infrequently positions self to maintain computers

Talk/hear	Communicate, Detect, Converse with, Discern, Convey, Express oneself, Exchange information	Must constantly communicate verbally with grantors, foundations and staff
See	Detect, Determine, Perceive, Identify, Recognize, Judge, Observe, Inspect, Estimate, Assess	Must constantly read, type and view documents and the computer screen
Taste/Smell	Detect, Distinguish, Determine	NA
Carry weight, lift	Move, Transport, Position, Put, Install, Remove	Must frequently lift and move supplies weighing up to 50 pounds .
Exposure to elements	Exposed, Work around	NA

**NOTE**

This job description identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor. Failure to adhere to all standards and expectations herein may result in corrective action.

<b>SIGNATURES</b>			
<b>ACKNOWLEDGEMENT</b>			
I acknowledge receipt of and understand this job description. I agree to abide by the requirements described herein as a condition of employment with the Save The Family Foundation.			
<b>Incumbent:</b>		<b>Date:</b>	
<b>APPROVAL</b>			
I have reviewed and collaborated with the incumbent on this job description. I approve the contents herein as being of significant and relevant importance to the delivery of services within my scope of accountability.			
<b>Supervisor:</b>		<b>Date:</b>	
<b>CERTIFICATION</b>			
I approve the contents herein as being of significant and relevant importance to the achievement of the mission of the Save The Family Foundation.			
<b>CEO:</b>		<b>Date:</b>	