



Mission: *To mobilize local churches to transform lives and communities In the **Name of Christ.***

Client Care Coordinator

Reports To

Executive Director

Purpose

Manage and oversee Love INC Connection Center (call center) operations

Hours

Typically, 32 hours per week, Monday through Thursday.

Rate of Pay

\$16.00 per hour

Responsibilities

1. Supervise and train Connection Center volunteers to:
 - a. Answer incoming calls and listen compassionately to callers.
 - b. Gather and record vital information regarding client expressed need(s) and root causes.
 - c. Verify all information relevant to meeting the client need.
 - d. Conduct follow-up calls to client.
 - e. Maintain client confidentiality.
2. Conduct intakes as needed.
3. Review information gathered by Connection Center volunteers during the intake process and analyze.
4. Determine how to resource client needs and ensure needs being referred are manageable and specific.
5. Communicate appropriate resources back to Connection Center volunteers for follow-up calls to client.
6. Communicate with Love INC partner churches as needed regarding ongoing cases with client.
7. Build and maintain relationships with Love INC partner churches, church ministries, and with community agencies, and meet with them as appropriate.
8. Maintain accurate records of clients, agency services, and referral relationships.
9. Maintain accurate records of church ministries and individual volunteer resource inventories.
10. Schedule volunteer coverage for Connection Center and client needs.
11. Track volunteer time and submit to Volunteer Coordinator each month, or as needed.
12. Produce Connection Center activity reports.
13. Lead devotions, prayer, and briefing meeting with Connection Center volunteers daily.
14. Provide training opportunities for Connection Center volunteers as needed.
15. Work closely with Love INC Volunteer Coordinator for volunteer placement.

16. Assist with special meetings and ministry events, planning special events, etc. as needed.
17. Other duties as assigned by Executive Director.

Qualifications

- Personal relationship with Jesus Christ and agreement with the Apostles' Creed.
- Comfortable working and praying with Christians from many denominations.
- Previous personnel management experience preferred.
- Ability to work one-on-one with volunteers on a daily basis.
- Discernment, non-judgmental attitude and the ability to listen, empathize, and accept others.
- Ability to maintain client confidentiality.
- Ability to maintain clear boundaries to assure professional integrity and responsibility.
- Highly organized and detail-oriented.
- Good telephone and communication skills.
- Ability to work independently and cooperatively.
- Reliable and dependable.
- Willingness to adjust hours to accommodate the needs of the job.
- Ability to work productively in an environment with frequent interruptions.
- Proficient in basic computer applications, such as Microsoft Outlook, Word, Excel, PowerPoint, and internet usage.

To apply please send a cover letter, resume, and three references to danita@loveincswc.org