



JOB DESCRIPTION

POSITION TITLE: Client Relations Specialist (Bilingual English/Spanish)

EXEMPTION STATUS: Non-Exempt

JOB RELATIONSHIPS:

Reports to: Client Relations Specialist Supervisor/Director of Program Services/Chief Program Officer/Chief Executive Officer
 Supervised by: Client Relations Specialist Supervisor
 Supervises: Alliance For Children Volunteers (as applicable)
 Interrelationships: Department of Family and Protective Services staff, law enforcement staff, Cook Children's Medical Center CARE Team or other staff, Tarrant County Criminal District Attorney's Office, community agencies, volunteers, children and families, Alliance For Children staff.

Summary:

The Client Relations Specialist acts as the initial contact person for all client and community inquiries to Alliance For Children. The Client Relations Specialist supervises children in the reception area, obtains family demographic information, and distributes Family Assistance Guides to accompanying parents/guardians. In addition, the Client Relations Specialist interacts with center volunteers and interns, and is responsible for database entry and associated monthly/quarterly reporting.

Job Duties/Essential Functions:

- Acting as initial liaison with families entering the center, including greeting, gathering demographic information as needed, providing educational information, and administering to families' needs during visit.
- Developing and cultivating relationships with Alliance For Children volunteers and creating meaningful volunteer opportunities within the agency.
- Providing clerical support at the center by maintaining center postal mail system, distribution of mail to all personnel housed at center, answering and directing all incoming calls to appropriate professionals, scheduling/coordinating room assignments for appointments and meetings, maintaining and updating voicemail system.
- Completing job/center related monthly reports
- Entering and maintaining case information in the Alliance For Children database system.
- Other job duties as requested by immediate supervisor, Director of Program Services, Chief Program Officer or Chief Executive Officer.

Knowledge/Skills/Abilities:

- High school diploma required.
- Bachelor's degree preferred.
- Two years' experience working in social services field and/or non-profit organization required.
- Work experience beyond the minimum two-year requirement may be substituted for the college degree preference.
- Strong interpersonal and communication skills.
- Knowledge of Tarrant County resources.
- Sensitivity to and awareness of unique needs of minority cultures and diverse ethnic groups.
- Bilingual English/Spanish required.
- Volunteer support experience preferred.
- Competent in various Microsoft programs.
- Experience with children required.
- Must have valid driver's license and proof of liability insurance if driving for agency purposes.
- Must successfully complete annual criminal and civil background checks.
- Able to maintain confidentiality and present in a positive, professional manner at all times.
- Able to maintain composure and professionalism under pressure of deadlines.
- Regular and reliable attendance.
- Personal qualities of integrity, credibility, and dedication to the mission of Alliance For Children.

Physical Requirements:

Able to sit, walk, stand, bend, squat, kneel and twist on an intermittent and sometimes continuous basis. Able to grasp, push, pull objects such as files, file cabinet drawers and reach overhead. Able to operate a telephone and computer. Able to lift up to 20 lbs. Moderate independent travel by private auto required.

Mission:

The mission of Alliance For Children is to protect Tarrant County children from child abuse through teamed investigations, healing services, and community education.