



## JOB DESCRIPTION

**POSITION TITLE:** Client Relations Specialist (Part-time)

**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  
Alliance For Children Volunteers (as applicable)

Supervises: Department of Family and Protective Services staff, law

Interrelationships: enforcement staff, Cook Children's Medical Center CARE Team or  
other staff, Tarrant County District Attorney's Office, community  
agencies, volunteers, children and families, Alliance For Children  
staff.

**Summary:**

The Client Relations Specialist, part-time, acts as the initial contact person for all client, volunteer, and professional 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 has maintenance responsibilities of the physical facility. Alliance For Children is currently seeking a Part-Time Client Relations Specialist for our Northwest Center, located in Lakeside, Texas.

**Job Duties/Essential Functions:**

- Acting as initial liaison with families entering the center, including greeting, gathering demographic information as needed, providing educational information, and meeting families' needs during visit.
- Receiving subpoenas requesting Alliance For Children records; communicate with appropriate staff to ensure timely response to subpoenas.
- Managing the physical plant of the center through appropriate repair and replacement of equipment and building maintenance while maintaining child- and family-friendly space.
- 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 appointments for appointments and meetings, maintaining and updating voicemail system, maintaining database system.
- Maintaining job/center related monthly reports and provide supervisor support for center budget as needed.
- Entering and maintaining case information in the Alliance For Children databasesystem.
- Other job duties as requested by immediate supervisor, Director of Program Services, or Chief Executive Officer.

**Knowledge/Skills/Abilities:**

- High school diploma or GED required.
- Bachelor's degree preferred.
- Two years' experience working in social services field and/or non-profit organization preferred.
- Work experience beyond the minimum two year requirement may be substituted for the college degree preference.
- Strong communication skills.
- Strong interpersonal and communication skills.
- Knowledge of Tarrant County resources.
- Sensitivity to and awareness of unique needs of minority cultures and diverse ethnic groups.
- 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. Able to lift up to 25 lbs. (usually office supply boxes). 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.