

CLIENT SERVICE COORDINATOR

POSITION DESCRIPTION

Agency Summary: Food Outreach is the only St. Louis area organization and non-profit whose mission is to provide nutritional support and enhance the quality of life of men, women and children living with HIV/AIDS or cancer. Food Outreach provides a nutritious combination of prepared meals, fresh produce and groceries, year round, to our clients. It is our policy to provide equal employment opportunities to all employees without regard to race, creed, sex, sexual orientation, color, age disability status or national origin. Food Outreach is committed to hiring and fostering a diverse and inclusive workforce that leverages the skills and talents of all employees in our organization regardless of race, gender, national origin, age, religion, sexual orientation, gender identity, familial status, disability or socioeconomic status. We encourage diverse candidates to apply for this position.

Primary Purpose: The Client Service Coordinator will coordinate all services directly related to client services.

Essential Functions:

- Coordinate the home delivery program including scheduling deliveries for clients and assigning delivery routes.
- Provide exemplary customer service to all clients regardless of circumstance, representing Food Outreach with clear boundaries, confidentiality, high ethics and professionalism and communicating in a timely and respectful fashion to all client questions and concerns regarding client services.
- Share delivery instructions with clients and reschedule deliveries with clients when needed.
- Work closely with the delivery drivers to maintain efficiency.
- Administer follow up for home delivery and client services and maintain strong client communication.
- Support program activities when necessary in executing daily deliveries to clients. This may include supporting efforts to package food, assisting in delivery logistics, greeting volunteers, and delivering meals to clients.
- Assist clients with referrals to other community agencies.
- Respond to situations involving client issues.
- Occasionally participate in community outreach efforts with emphasis on expansion.
- Assist with developing and managing data outcomes and provide client data as needed for reporting.
- Ensure client confidentiality and compliance with HIPAA.

Knowledge, skills and abilities:

- Sensitive to the feelings of others, respect for individual differences, mature understanding of social issues and ability to establish relationships quickly.
- Ability to multitask
- Knowledge of the nutritional needs of individuals living with HIV/AIDS or cancer.
- Excellent organizational skills.
- Strong interpersonal, oral, and written communication skills.

- Ability to interact with individuals in a culturally diverse environment.
- Ability to manage conflict and calmly manage crisis with solution oriented results.
- Strong computer skills and excellent organizational skills.
- Ability to be energizing and contribute in a positive team environment.
- Knowledge and understanding of HIV/AIDS and cancer health disparities.

Position Qualifications:

- Experience in client services relating to HIV/AIDS and cancer.
- Bachelor's degree in social work or related field preferable with a minimum of 3 years' experience in non-profit work.
- Computer experience, familiarity with database programs.
- Desire to contribute to, and participate in, program team development.
- Flexible work hours, able to work some evenings and weekends but generally weekdays, 24 hours per week.
- This position requires in office work and usually does not qualify for remote work.
- Ability to lift a minimum of 50 lbs.

Position Time Schedule: This is a part-time position governed by the personnel policies to part-time staff. The Director of Client Services of is responsible for setting the schedule.

Reporting: This person is directly supervised and evaluated by the Director of Client Services.