



# Client Support Specialist

**Classification:** Non-Exempt

**Position Type:** Full-time, In-person

**Reports to:** MDT & Intake Supervisor

**Hourly Wage:** \$18.00-\$20.00

## Purpose

The Client Support Specialist provides a warm, trauma-informed, and organized experience for clients and families. This role functions as a front desk coordinator and administrative support professional within a trauma-informed nonprofit setting.

## Key Responsibilities

### Client & Visitor Support

- Welcome clients, caregivers, interpreters, and visitors with empathy and professionalism.
- Assist with check-ins, forms, questions, and lobby support.
- Interact appropriately with children in the lobby during caregiver appointments.
- Provide trauma-informed customer service.

### Reception & Nonprofit Administrative Operations

- Manage the **CAC Clinical Calendar** and keep schedules accurate.
- Serve as **backup intake staff** during absences.
- Make **day-before reminder calls** for sessions.
- Answer and direct phone calls, including covering the phone and Ring Doorbells..
- Review completed paperwork for accuracy.
- Input **paper client surveys** into the required system.
- Assist with general communications and administrative tasks.

### Filing & Data Management

- Lead the **filing system**, ensuring accuracy and completeness.
  - Review and process paperwork from staff.
  - Maintain and organize physical files.
- Support large-scale filing projects, including future work involving off-site storage files.

## Lobby & Facilities Support

- Maintain a clean, organized, and trauma-informed lobby.
- Implement a **cleaning, toy maintenance, and toy rotation schedule**.
- Restock bathroom supplies, snacks, coffee, and materials.
- Manage lobby TV content and volume.
- Prepare **Advocacy Folders**.

## Program Materials & Resource Support

- Maintain and regularly update the **community referral list** (e.g., checking therapist waitlists).
- Assist in identifying and contacting partners for **linkage agreements**.
- Support **volunteer coordination**, including opportunities and scheduling.
- Assist in **preparing the upper level for tours** (presentation, tidiness, informational materials).
- Support major mailings, such as the Annual Appeal, event mailings, and donor communication.

## Communication & Safety

- Verify visitors in NCATrak and manage secure entry to the building.
- Maintain calm communication with distressed clients or callers.
- Enforce lobby policies.
- Ensure efficient internal communication regarding client arrivals and needs.

***And other duties as assigned by the President/CEO or MDT & Intake Supervisor***

## Qualifications

- Experience in human services, nonprofit administration, trauma-informed care, or child-serving systems preferred.
- Knowledge of child development and abuse dynamics preferred.
- Strong organizational skills, attention to detail, and comfort with technology.
- Proficient in Google Workspace; experience with NCATrak is a plus.
- High school diploma required; some college experience preferred.

## **Work Environment & Physical Requirements**

- Exposure to trauma-related content and emotionally sensitive situations.
- Extended computer and desk work.
- Ability to lift up to 25 pounds as needed.
- Ability to stay grounded in a busy, sensory-rich environment.

## **Funding**

This position is supported by grants and may evolve based on Center needs.