

**CLEVELAND RAPE CRISIS CENTER**  
**Job Description**

**Title:** Client Services Specialist  
**Reports To:** Manger of Lake County Office

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**Position Summary:**

This position is responsible for providing outstanding trauma informed client/customer service to all clients calling and coming to CRCC, and will be the primary contact for all administrative needs relating to CRCC's client serving department. This position provides reception coverage and lends administrative support to the agency at large. This position further performs work of a specialized, confidential nature on matters that impact clients, counselors and contract compliance. Excellent organizational, administrative and communication skills and attention to detail are a must.

**Principal Duties and Responsibilities:**

**Client Services Duties:**

- Provide CRCC clients and visitors with assistance and information
- Receive all incoming calls, provide information and transfer/refer callers to appropriate staff
- Assure that all clients and visitors are greeted warmly and that they are directed to the most appropriate source in a timely manner
- Supervise and train volunteer receptionists, if needed
- Follow opening/closing procedures and on-going maintenance procedures for reception area, children's waiting room, copier and equipment rooms, staff café and all meeting spaces

**Administrative program specific duties:**

- Provide administrative support to all client serving teams
- Comprehensive management of all client files, and client data base
- Manage and maintain file cabinets
- Maintain direct service forms and client assessment packets
- Assist in the entering of client services information into agency database
- Collect new client demographic and billing information
- Collect and maintain updated client insurance information
- Process weekly reports to 3<sup>rd</sup> party billing

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- Receive and disseminate all incoming and outgoing mail and deliveries

**Other:**

- Attend all staff and required department meetings
- Various other duties as assigned

**Minimum qualifications, skills**

**Education and Experience**

- Related Degree/Certificate or (3) three years' experience as an Administrative Assistant including experience with database management, MS Word and Excel, information/materials development, and desktop publishing programs. Must be able to maintain highly confidential medical files and records.

**Skills and Requirements**

- Must complete forty (40) hour victim advocacy service training
- Computer competencies in Microsoft Office
- Must be detail-oriented
- Skills in compiling and analyzing data
- Skills in managing and coordinating multiple tasks with complex components
- Good communication (written and verbal)
- Comfort with and sensitivity to needs/expectations of clients and professionals with varied ethnic, socioeconomic, and philosophical perspectives
- Knowledge of sexual assault issues and the impact on victims and families preferred
- Ability to function as team member of a unit and the agency as a whole
- Must have schedule flexibility on occasion
- Must have reliable access to transportation
- Must adhere to professional ethics and agency policy on confidentiality

**Hours of Work:** This is a full time nonexempt position (40 hours per week on average). Work hours are 9am-5pm or determined by schedule/client's needs. Some late nights or early mornings will be required.

Cleveland Rape Crisis Center is dedicated to building a culturally diverse and pluralistic staff committed to teaching and working in a multicultural environment. Qualified applicants will receive consideration for employment and will not be discriminated against based on race, color, religion, sex, sexual orientation, gender identity/expression, national origin, disability status, protected veteran status, or any other characteristic protected by law.