

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

**Title:** Client Services Specialist

**Reports To:** Director of Clinical Services

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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. 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
- Enter information from police reports into Apricot
- Upload client intake packet to Apricot and complete client information page
- Update client information, such as addresses and phone numbers, in Apricot as needed
- Supervise and train volunteer receptionists, if needed
- Follow opening/closing procedures and on-going maintenance procedures for reception area, children's therapy room, copier and equipment rooms, staff café and all meeting spaces
- Run reports, including but not limited to, interest in Voices of Change program and set up of text message surveys to clients

**Administrative program specific duties:**

- Provide administrative support to all client serving teams
- Maintain direct service forms and client assessment packets
- Collect and confirm new client demographic and billing information
- Collect and maintain updated client insurance information
- Receive and disseminate all incoming and outgoing mail and deliveries
- Maintain appropriate levels of office supplies and place orders as necessary

Updated 4/10/2018

**Other:**

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

**Minimum qualifications, skills****Education and Experience**

- High School diploma and 2 – 3 years of experience in a similar role, or a college degree
- Proficient in MS Word and Excel
- Client/customer-service oriented approach to work

**Skills and Requirements**

- Must complete forty (40) hour victim advocacy service training
- Computer competencies in Microsoft Office
- Must be detail-oriented
- 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 a week). Work hours are 8:30 am to 5:30 pm Monday through Thursday, and 8:30 am to 12:30 pm on Friday. Cleveland Rape Crisis Center is an equal opportunity employer.

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.