

CLEVELAND RAPE CRISIS CENTER
Job Description

Title: Client Services Specialist
Reports To: Manger of Ashtabula Office

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 in the Ashtabula Office. 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
- Assists caller in crisis as needed, may serve as a back up to the hotline (phone/text/chat)
- 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
- Assists and follows protocol for walk in clients
- Supervise and train volunteer or onboarding receptionists, if needed
- Follow opening/closing procedures and on-going maintenance procedures for reception area, 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
- Maintain direct service forms and client assessment packets
- Assist in the entering and validating client services information into agency database
- Collect new client demographic and billing information
- Collect and maintain updated client insurance information
- Process weekly reports to 3rd party billing
- 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 or Certificate and (3) three years' experience as an Administrative Assistant including experience with database management, MS Word and Excel, information/materials development, and desktop publishing programs. Work with highly confidential medical files and records experience a plus

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 part time nonexempt position (20 hours per week on average). Work hours are 9am-5pm or determined by schedule. Some late nights or early mornings may 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.