

CLEVELAND RAPE CRISIS CENTER
Job Description

Title: Client Services Specialist - Downtown

Reports To: Client Services Manager/Executive Assistant

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 provides various administrative support to the Program Teams, including the Chief Program Officer, and the agency at large. In that capacity, the CSS project manages a variety of client experience improvement initiatives, as directed. 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
- 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 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
- Assist Walk in Clients with trauma informed information, support and enrollment if desired
- Supervise and train other's fulfilling receptionist duties (staff, volunteers)
- 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
- Serves as a back up to the call center, may assist callers with enrollments and linkage
- Schedule client appointments as needed
- Manage Apptoto

Administrative program specific duties:

Provides administrative support on various projects (short term/long term) to the CPO and all Program Directors. Assignments include but not limited to:

- 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
- Run reports, including but not limited to, interest in Voices of Change program and set up of text message surveys to clients
- Compile training and maintain CEU materials
- Receive and disseminate all incoming and outgoing mail and deliveries
- Maintain appropriate levels of office supplies and place orders as necessary
- Other administrative duties as assigned

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 required
- Proficient in MS Word and Excel
- Client/customer-service oriented approach to work

Skills and Requirements

- Computer competencies in Microsoft Office
- Must be detail-oriented
- Skills in managing and coordinating multiple tasks with complex components
- Excellent communication skills (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 be willing to work a flexible schedule to meet the needs of clients/visitors
- Must have reliable access to transportation
- Must adhere to professional ethics and agency policy on confidentiality

Hours of Work: This is a full-time position (40-hours a week) requiring flexible hours of work for the purpose of meeting the need of survivor of sexual assault – some evenings and weekend hours 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.