

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

**Title:** Client Services Specialist – Westlake  
**Reports To:** Client Services Manager/Executive Assistant

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**Position Summary:**

This Client Services Specialist (CSS) is responsible for providing outstanding trauma informed client/customer service to all clients calling and coming to CRCC, primarily the Westlake office. This position provides reception coverage and lends administrative support to all Program Teams, and the agency at large. This position further performs work of a specialized, confidential nature on matters that impact clients, staff and contract compliance. Excellent organizational, administrative and communication skills and attention to detail are a must. The CSS will also dedicate one or two days a week to other CRCC locations for reception coverage and completion of all CSS duties.

**Principal Duties and Responsibilities:**

**Client Services/Reception Duties:**

- Provide CRCC clients and visitors with assistance and information
- Maintain direct service forms and client intake packets
- Enter or upload all client information into Apricot within 2 business days
- Collect and confirm new client demographic and billing information
- Collect and maintain updated client insurance information
- Manage/run the engagement session QA report and distribute to Intake Coordinator and Manager of Coordinated Care
- 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

Updated 12/20/2019

**Administrative program specific duties:**

- Order office supplies regularly to assure seamless operations
- Updated license verifications for all licensed therapists
- Manage office and program budgets for Westlake office
- Upload VOCA client surveys for Westlake office and other offices as needed
- Compile organization-wide VOCA client survey results
- Enter and/or upload all client information into Apricot within 2 business days
- Provide administrative support to CRCC team members utilizing the Westlake office
- Maintain direct service forms and client assessment packets
- Receive and disseminate all incoming and outgoing mail and deliveries
- Update client information page
- Update client information, such as addresses and phone numbers, in Apricot as needed
- Provide administrative support to all client serving team
- Receive and disseminate all incoming and outgoing mail and deliveries
- Maintain appropriate levels of office supplies and place orders as necessary
- Coordinate reception coverage back up plan if needed for vacation or other absences

**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**

- Comfort with and sensitivity to needs/expectations of clients and professionals with varied ethnic, socioeconomic, and philosophical perspectives
- Ability to function as team member of a unit and the agency as a whole
- Must adhere to professional ethics and agency policy on confidentiality
- Computer competencies in Microsoft Office
- Must be detail-oriented
- Skills in managing and coordinating multiple tasks with complex components
- Ability to handle crisis situations with a minimum amount of supervision
- Good communication (written and verbal)
- Must have schedule flexibility
- Must have reliable access to transportation

**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.