



JOB DESCRIPTION

POSITION TITLE: Client Services Coordinator

DEPARTMENT: Programs

**REPORTS TO: Director of Food Programs & Operations
and to the Social Services Director**

EFFECTIVE DATE: August 2022

Hours: 32 hours week

Salary: Non-exempt \$20.00 - \$23.00 hr

SUMMARY:

PROP is seeking a bilingual (fluent English and Spanish) Client Services Coordinator to join an innovative and passionate nonprofit team. We take pride in working within our values of compassion, integrity, and respect. We support an inclusive and collaborative culture of professionalism with flexibility and a space for fun. Given our team's size, we can be flexible and agile in changing our programs and services to meet the needs of our client base and community.

The primary function of the Client Services Coordinator is to provide a consistent staff presence, welcoming and providing initial services for those coming into or calling PROP. Leading with our values, this person will oversee customer service and train office volunteers to assist with upfront food and social service inquiries, and act as liaison for referrals of clients to the case management team. Additionally, this person will coordinate food delivery programs, data entry, and a seasonal holiday gift card program.

PROP Food Shelf is a nonprofit that has been caring for our neighbors in need for over 50 years. Today, we help more than 1,200 Eden Prairie and Chanhassen families in financial distress meet their basic needs while providing additional services to help them on a path toward self-sufficiency. PROP strengthens the community through a food shelf, housing & emergency financial assistance, employment counseling, and other services.

Position Responsibilities:

- Oversee front office and volunteers; provide a welcoming space for clients, ensure efficiency in processes, and promote a positive volunteer experience
- Coordinate food delivery programs
- Manage holiday gift card program
- Screen daily calls and emails that come to the PROP mainline/email and forward them to appropriate staff.
- Provide backup for office roles as needed when volunteers are absent.
- Oversee electronic client file management and data entry management
- Assist with finding volunteer subs

EXPERIENCE AND QUALIFICATIONS:

- Demonstrates strong verbal and written communication skills, sound administration skills, and excellent attention to detail

- Must be bilingual (Spanish)
- Experience working in human services and/or nonprofit setting preferred
- Experience working with volunteers
- Experience working with diverse populations
- Experience in a supervisory role preferred
- Ability to work in a fast-paced environment while prioritizing activities
- A compassionate and direct approach to service
- Proficient computer skills
- Demonstrates PROP's core values: ***compassion, integrity, respect***

PROP PERKS:

Generous paid time off and holidays
 Health and Dental Insurance
 Simple IRA Plan
 Life and short & long-term disability insurance
 Employee Assistance Plan

HOW TO APPLY: Qualified candidates should submit a cover letter and resume outlining qualifications, experience, and references to careers@propfood.org, re: Client Services Coordinator. Applicants will be screened as they are received, and the position will be filled when the best candidate is identified. Applicants should specifically address the required experience in detail for consideration. No phone calls, please.

Physical Requirements: This position works in an administrative office environment that is ADA compliant. Office hours for this position are generally 8:00 a.m. to 2 p.m., with the exception of Wednesdays, when the office hours are 10:30 a.m. to 6:30 p.m. Qualified candidates must be able to remain in a stationary position at least 50% of the time; the person in this position must operate a computer keyboard and other office machinery, such as a copy machine, printer, and telephone. The person in this position frequently communicates with staff and vendors and must exchange accurate information verbally, in writing, and by phone. The person in this position must have the ability to lift and carry 30 pounds safely, as well as the ability to walk, squat, and kneel.

Equal Opportunity Employer: It is the policy of PROP to provide an equal employment opportunity to all individuals. We value all employees' talents and support an environment that is inclusive and respectful. We are strongly committed to this policy and believe in the concept and spirit of the law. It is the policy of PROP to comply with all applicable laws that provide equal opportunity to all employees or applicants for employment without regard to race, color, creed, religious belief, gender, sexual orientation, national origin, age, marital status, status with respect to public assistance, disability, age, military status, genetic information, familial status or any other characteristic protected by applicable federal or state law.

People of color and people from other underrepresented communities are strongly encouraged to apply.

PROP maintains a policy that all staff and volunteers must be fully vaccinated.