



Client Services Assistant

General Position Description

Assists the Client Services Director in the daily operations of the center, maintains the reception/front office, client filing, and greeting and scheduling of clients.

Reports to the Client Services Director

Major Responsibilities

Administration

- Answer phones
- Schedule clients
- Greet and check in clients
- Close client files
- Maintain client paperwork packets and other necessary forms
- Assist CSD with volunteer tasks, phone call schedules, background checks, etc.
- Order and maintain center supplies and literature
- Monitor safety equipment – smoke alarms, fire extinguishers etc.
- Generally assist in all administrative needs of the center
- Maintain the neatness and appearance of the reception and front office

Client Data Entry

- Enter client data into Cool Focus
- Generate monthly client services statistics and reports

Client Services

- Act as Client Advocate when needed
- Act as ultrasound chaperone as needed
- Assist with creation and maintenance of client files
- Assist with client follow up calls as needed

Attend In-Service Trainings and staff meetings