



## Client Services Assistant

**Reports to:** Client and Volunteer Services Director (CVSD) and the Executive Director (ED)

### **Position Summary**

This position is assisting with clients as a mentor, assist with data entry and oversight of program effectiveness for the purpose of ensuring we have the most current statistics on client programs, and assist the CVSD in various areas such as volunteer oversight and other day to day tasks. The Client Services Assistant will be evaluated on a yearly basis by the Executive Director.

### **Requirements**

- Be a committed Christian who has and demonstrates having a personal relationship with Jesus Christ
- Have a strong commitment and dedication to the sanctity of all human life
- Be a member in good standing and in regular attendance at a local church
- Agree with and be willing to uphold the Statement of Faith, Statement of Principles and policies of the Center
- Must fulfill the employee training program
- Be able to carry out responsibilities with little or no supervision
- Excellent organizational skills with a great emphasis on detail and program planning
- Be self-motivated and dependable with strong follow through on details and tasks

### **Responsibilities**

- Become a trained mentor (50% of position)
- Travel between both centers to evaluate the client paperwork
- Provide tools and statistical data to be used to evaluate client programs and engaging donors
- Use tools and create new tools to gather statistical data to be used for program implementation, program assessments, grants, and donor relations.
- Work with CVSD to maintain all forms relating to clients and programs as approved by the ED
- Client facilitation and training of employees (and volunteers when needed) on any implementation of data tracking
- Enter all client statistics into organizations data base program
- Ensure proper charting by all mentors
- Audit files in Paducah and Metropolis every 2-3 months
- Create Gala slide show and table tents
- Create Monthly, Quarterly, and Yearly Board Reports reflecting center statistics for Paducah/Metropolis
- Assist volunteers in Metropolis with entering stats as needed
- Enter or assist a volunteer in entering In-Kind donations and volunteer hours into data base
- Help the Creative Director with miscellaneous projects as needed
- Cover the front desk as needed/Cover Hope's Closet as needed/ Create event flyers

### **Training**

- Attend monthly staff meetings and in-services
- Complete any trainings that the Executive Director requires
- Read materials and supplies provided by center to be used for client