Job Title: Client Relations Coordinator  
Department/Unit: Parent Services Department  
Reports To: Family Subsidy Manager  
Level: Staff Level 5  
FLSA Status: This is a non-exempt, fulltime (37.50/week), Union position

ABOUT CHILDREN’S COUNCIL
For more than 45 years, Children’s Council has been the heart of child care and early education in San Francisco, advancing the belief that high-quality child care can transform lives and communities. Our more than 120 team members help families navigate their child care and preschool options and secure financial assistance to pay for it. We provide home-based child care businesses with the training and resources to succeed. Through a wide range of free programs and workshops, we support parents and caregivers as they build child development skills. As the city’s second-largest nonprofit contractor, with an annual budget of over $100 million, we are a major stakeholder in the child care system. We educate the public and advocate for increased investment in early education at the local and state level. If you are a child care champion, we want you on our team.

POSITION SUMMARY
The Coordinator provides logistical and administrative support to ensure efficient program operations including a focus on continual program improvement. The Coordinator is a key in connecting clients with the right subsidy staff and monitoring systems that achieve the best customer service. S/he/they establishes new client records and assigns them to case managers. The position provides front desk back up support on a daily basis and maintains front desk staff schedules to ensure adequate coverage. The Coordinator represents the organization in-person and via telephone and is a source of information about Children’s Council and community services.

KEY QUALITIES
• You go the extra mile, helping our clients and your colleagues achieve successful outcomes
• You are welcoming and optimistic, maintaining poise, even under difficult circumstances
• You are a dependable colleague, and someone that your team can rely on

PROGRAM SUPPORT RESPONSIBILITIES
• Sets up new clients for subsidy services; processes referrals, assigns families to case managers
• Monitors case manager caseloads and makes recommendations for case transfers
• Manages all scheduling and logistics for parent appeals and coordinates department mailings
• Generates data reports
• Completes department purchase orders and staff workshop registrations
• Maintains client intake rooms, updating flyers, room supplies and children’s books
• Archives family data files
• Performs other duties as assigned

RECEPTION RESPONSIBILITIES
• Manages front desk schedule and works with staff to ensure adequate coverage
• Trains temporary and new front desk staff
• Promotes our services, sharing materials (electronically or in person) when needed
• Answers and transfers incoming phone calls and voicemails
• Addresses frequently asked client questions regarding Children’s Council’s services and general services in the community
• Routes incoming paperwork to the appropriate staff or department
• Welcomes walk-in clients, and issues guest passes, and directs them to appropriate areas or staff
• Distributes diapers and other in-kind goods to eligible clients, and maintains adequate inventory
• Monitors visitor traffic and public areas for safety, following security protocols as appropriate

QUALIFICATIONS
• Minimum of 3 years administrative or customer service experience
• Experience working closely with the public where providing excellent customer service is key
• Strong listening skills and ability adapt communication style to engage people from diverse backgrounds
• Proficient in data entry, database navigation and spreadsheet proficiency
• Experience and success with juggling multiple tasks

PHYSICAL REQUIREMENTS:
• Must be able to remain stationary for extended periods of time.
• Must be able to move throughout the office, access files, meet with clients, and climb four flights of stairs if needed.
• Requires the mental acuity to perform the essential functions as outlined in an accurate and timely fashion.

How to apply:
Please submit your cover letter and resume in Word or PDF format with “Client Relations Coordinator” in the subject line to: https://childrenscouncilsf.bamboohr.com/jobs/view.php?id=37

Children’s Council is an equal opportunity employer that values diversity as central to our work serving the San Francisco community. We encourage candidates from a wide range of backgrounds to apply. Individuals seeking employment at Children’s Council are considered without regards to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.