Job Title: Client Relations Representative  
Department/Unit: Child Care Family Services  
Reports To: Program Manager  
FLSA Status: Non-Exempt / Union  
Level/Step: Level 3  
Hours: 37.5/weekly  

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 Client Relations Representative provides superior customer service to all Children’s Council of San Francisco customers and agency staff. S/he/they represents the agency to the community, both on the phone and in person and will utilize strong customer service and communication skills, multitasking abilities, good judgment and patience to assess and meet customer needs. S/he/they will operate a multi-line telephone system in a fast paced, client-based office environment. This role is aligned with the Family Services Department but provides general office and staff support to departments within the agency, as needed. Reports to the Program Manager.

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  

PRIMARY RESPONSIBILITIES  
• Engage courteously and professionally with all visitors and callers.  
• Answers agency multi-phone lines and operates voicemail system.  
• Screens calls, forwards calls and /or records and forwards messages accurately.  
• Receives electronic or hard copy communication from clients or partner agencies and routes to appropriate staff/department.  
• Maintains confidentiality of staff and clients.  
• Receives all walk-in clients in the reception area, directing guests to appropriate areas or staff, as necessary.  
• Introduces clients to online resources such as our Child Care Finder and www.earlylearningSF.org  
• Understands Agency’s programs/services and answers questions and will direct inquiries to the appropriate person, as needed.
• Monitors and maintains a clean, safe and orderly environment in the lobby area including children’s play area and desk areas.
• Monitors public areas for safety.
• Monitors visitor traffic and issues guest passes, as needed.
• Announces and participates in evacuation procedures.
• Maintains and updates list to monitor daily availability of agency staff.
• Attends Subsidy Department meetings and other subsidy meetings as needed
• Reports any phone related or office machines problems to the Operations Manager and/or IT Manager
• Conducts data entry in BrightPearl database and distributes diapers to eligible clients
• Will occasionally navigate multiple software programs or databases (such as CalWIN, Launchpad, ELSF and others).
• Performs other relevant duties, as assigned

**Required Qualifications:**
• High school diploma required.
• Minimum 2 years Administrative Assistant experience.
• Demonstrates good judgment, excellent attendance and punctuality.
• Exhibits a positive attitude, professional manner and a high energy level.
• Works well in a high stress, fast paced environment.
• Ability to communicate and handle a wide variety of situations dealing with a diverse population.
• Ability to deal effectively with heavy multi-line phones, voice mail, mail machines and fax machines.
• Knowledge of PC Windows, Outlook E-mail and MS Office.

**PHYSICAL REQUIREMENTS:**
• Ability to sit at a desk for extended amounts of time.
• Ability to stand for extended amounts of time.
• Manual dexterity to use a telephone and computer.
• Ability to speak, hear and understand speech at normal room levels, whether in person or on the telephone.
• Physical agility to lift and carry up to 10 pounds and to bend, stoop, walk and reach overhead.
• Mental acuity to perform the essential functions of this position in an accurate and timely fashion; to evaluate and make good judgments and decisions.

**How to apply:**
Please click the link to apply: https://childrenscouncilsf.bamboohr.com/jobs/view.php?id=344

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.