



JOB DESCRIPTION – Client Relations Specialist (Full-Time)

Department – Child Advocacy Center **FLSA: Non-Exempt** **Type: Full Time Regular**

Salary - \$31,200/annually

Schedule – Monday–Thursday 9:30am-7pm; Friday 9:30am- 1:30pm.

POSITION SUMMARY

This position provides support to the Child Advocacy Center as the first line of contact for families entering the facility. In order to be successful in this role one must possess the following characteristics: Quick Learner, Strong Interpersonal, Fosters Teamwork, Ability to Solve Problems while also knowing when to ask for input and help. This is a full-time, benefitted position that will work 40 hours per week. This position reports to the CAC Program Director at the Children’s Advocacy Center. This position requires a high level of trust, accountability, and the ability to maintain confidential information.

ESSENTIAL RESPONSIBILITIES

- Greet and assist families arriving at the Children’s Advocacy Center.
- Make follow-up phone calls to families.
- General office responsibilities.

ADDITIONAL RESPONSIBILITIES

Data entry of some client information into the database. Any other duties as assigned or required within the scope of the department.

WORKING CONDITIONS

This position is inside the Navarro County Children’s Advocacy Center in a normal office environment. It has frequent contact with the public. General office hazards are present.

EDUCATION

Minimum Required: High School Diploma/GED; Must be at least 21 years of age.

EXPERIENCE/SKILLS

- Bilingual (Spanish/English) required.
- Requires ability to work independently under general direction.
- Must have interpersonal skills in dealing with the public, as well as the ability to develop and maintain professional working relationships with co-workers.
- Ability to maintain confidentiality and comply with HIPAA and all other compliance standards per departmental policy.

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- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Ability to function well in a high-paced and at times stressful environment.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this position. While performing the duties of this position the employee is frequently required to talk, hear, see, sit, stand, kneel, climb, feel and use fingers to handle and arms to reach. The employee is required to be able to stand or sit for prolonged periods of time. The employee must be able to lift up to 15 pounds regularly and 40 pounds occasionally. Specific vision required by this job includes both up close and distance vision.

SPECIAL CONDITIONS

Must have clear criminal and abuse background. Record checks are required for employment.

Employee Acknowledgement

This confirms that I, _____, have received a copy of my job description with Navarro County for the position of Client Relations Specialist and that I recognize that the job duties may be changed, amended, or supplemented at any time, and that such changes will supersede this job description. I further understand my position is a FLSA non-exempt regular full-time position.

Employee's Signature

Date

EQUAL OPPORTUNITY EMPLOYER: It is the policy of Navarro County to recruit, hire, train and promote persons in all job categories without regard to race, color, national origin, sex, sexual orientation, gender identity or expression, age, genetic information, pregnancy, marital status, veteran status, disability (physical or mental), medical condition or any other condition or status protected by law.