

**TITLE:**  Customer Service & Engagement Coordinator

**JOB STATUS:** FTE/EXEMPT

**REPORTS TO**: Clinic Coordinator

**Summary of Position:**

The customer service and engagement coordinator will report directly to the Clinic Coordinator. Their primary responsibility is to provide excellent customer service to the people receiving VCS services and to everyone who enters our facility.  In this role, the staff person must be an active part of welcoming and engaging all that come through our doors. Creating a positive first impression for all our customers is key to the success of our organization. This role is best filled by someone with an interest in “engagement” as a form of creating a warm and welcoming atmosphere. This is a main function of the role.

The front desk coordinators support the functioning of all services by connecting the clinician and client, processing payments, and ensuring the safety of the clients and staff in the building.

**Duties/Responsibilities:**

* Provides new visitors and returning clients with excellent customer service.
* Able to handle a high volume of calls and visitors simultaneously by notifying the clinician that the client has arrived for their scheduled appointment.
* For locked areas of the building will provide access.
* Process payments and provide receipts for all general counseling services.
* Maintain all client information profiles for general counseling. Update as needed.
* Assist with daily mailings, process, and distribute mail for all employees.
* Monitor office supplies; restocking as needed.
* Completes a daily environmental assessment of office space (turning on or off lights, fax machine and air purifiers).
* Any other duties as assigned.

**Qualifications:**

* Bi-lingual, Spanish required
* High School Diploma, or GED
* Must have excellent interpersonal skills
* Basic computer skills
* Able to work in a fast-paced environment
* Organized and flexible
* Can work with a diversified group of clients, volunteers, and staff
* The ability to welcome first-time and returning clients by creating a safe, friendly and professional environment while remaining sensitive to concerns and respecting the client
* 35-hour work week