



Pregnancy Helpline, Inc of Madison
1974 S. Stoughton Road, Madison, WI 53901

Client Services Coordinator Job Description

Hours: 30-35 hours per week - Must be able to work during most of our "Open Hours" on a rotating schedule, Holidays and Holiday weekend off, flexibility in work schedule and some work that can be done remotely.

Compensation: \$16-19/hour based on experience and qualifications

Reports to: Executive Director

PRIMARY OBJECTIVE OF JOB The Client Services Coordinator demonstrates the mission and values of the organization by managing all client services and Sharing Center functions to provide the highest level of service possible in an efficient, courteous, personable and professional manner to ensure a positive experience for our clients, volunteers and community partners.

Sharing Center Client Services

1. Work rotating Open Hours shifts on Tuesday nights and Saturday mornings. (additional day/time to be added)
 - a. Work with Vol. Coordinator to staff and train volunteers to run the Sharing Center during those times.
2. Prepare Shopping areas for open Hours
 - a. Have bins and supplies fully stocked and organized before each Open Hours
 - b. Work with Vol. Coordinator and ED to communicate needs/surplus of inventory
 - c. All carpeted areas vacuumed weekly and additionally as needed
 - d. Windows cleaned and high service areas wiped down weekly and additionally as needed
3. Manage Operating procedures and policies for efficient service to clients
4. Manage and fill Curbside Orders for partner agencies.
5. Track monthly client visits and number of supplies given out
6. Email clients monthly with updates and reminders

Partner Agencies

1. Make sure partner agencies have enough marketing materials to refer clients to us
2. Work with agencies to donate/receive excess supplies (pumps, formula, hats – etc.)
3. Work with shelters and social workers to serve clients/deliver supplies

Baby Care and Safe Sleep Packages

1. Work with volunteer coordinators to communicate and track which clients are needing these services and have received them.
2. Ensure deliveries are made in a timely manner, with follow up.

Helpline/ Outreach Services

1. Work with phone volunteers to make outreach calls to clients (Check-in after baby is born... if we haven't seen them at SC in a few months, etc)
2. Provide additional resources and referrals to clients in crisis situations

Give-Away Events/Mobile Diaper Bank

1. Schedule and host events for clients/community
2. Work with ED to promote (flyer with year's worth scheduled, Social media)
3. Work with Vol. Coord. to staff events

DiaperDash

1. Attend monthly planning meetings (April – October) Attend event (Last Saturday of September)
2. Help secure sponsors and diaper drives
3. Help connect and encourage clients to participate

Administrative Tasks/other

1. Attend monthly staff meeting
2. Timely response to email inquiries and phone calls
3. Write monthly newsletter articles
4. Regularly send pictures and ideas for Social Media posts
5. Manage stats
6. Work with Vol. Coord. and ED to find new funding/volunteer sources, and DD hosts
7. Help lead/host volunteer groups outside of Open Hours
8. Maintain/Pursue working knowledge of trends and best practices in the field of non-profit organizations and Pregnancy Resource Centers
9. Explore additional ways to better serve our clients through additional programming or services.
10. Execute other duties as directed by Executive Director

EDUCATION/EXPERIENCE

- High School diploma or equivalent
- 2-3 years' leadership experience, nonprofit or human services

QUALIFICATIONS

1. Commitment to quality services and experiences for clients, volunteers and donors.
2. Demonstrate care and compassion and ability to interact with people of all ages and backgrounds
3. Strong interpersonal communication skills including ability to solicit support from the community.
4. Strong problem-solving, conflict management, organizational and follow-up skills.
5. Ability to exercise good judgement, make sound decisions and protect the confidentiality of information.
6. Ability to demonstrate strong leadership skills.
7. Ability to work independently and also in team environment which fosters effective collaboration in meeting the mission of Pregnancy Helpline.
8. Ability to speak Spanish preferred.

COMPUTER EQUIPMENT AND SOFTWARE REQUIREMENTS

- Proficient in Microsoft Office and Google Workspace (docs, spreadsheets, forms, etc)
- Quick to learn new software programs (We use a CRM called Salsa... will be trained)

PHYSICAL DEMANDS

Ability to occasionally perform heavy lifting duties which include the equivalency of lifting up to and sometimes over 25 pounds. These duties can also be delegated to capable volunteers as long as the duties are getting done and the store area is clean, stocked organized and safe.

The qualifications and physical demands described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

HOW TO APPLY:

Qualified candidates should submit a cover letter and resume outlining qualifications, experience and references to jobs@pregnancyhelpline.net

Qualified candidates will receive an application questionnaire.

Applicants will be screened as they are received and qualified candidates will be notified to set up an interview.