



### Job Description

<b>Job Title:</b> BabyMobile Client Services Coordinator	<b>FLSA Status:</b> Non-Exempt
<b>Reports to:</b> Manager of BabyMobile Programs	<b>Work Schedule:</b> Full-time
<b>Approved by:</b> Jennifer Boren, Director	<b>Date Approved:</b> 6/21/2021
<b>Reviewed by:</b> Yara Gutierrez, Manager Melissa Rodas, Manager	<b>Date Reviewed:</b> 6/21/2021

**\*\*THIS POSITION REQUIRES APPLICANT TO BE SPANISH/ENGLISH BILINGUAL\*\***

#### **JOB PURPOSE:**

To respectfully, compassionately, kindly and lovingly provide and coordinate the agency's resources to clients, ensuring timely care to babies and toddlers in crisis.

#### **SUMMARY**

Under direction of the Manager of BabyMobile Services, this position works primarily on program-related activities dealing with client in-take/out-take on the agency's mobile service delivery units (BabyMobiles). Serves as back-up for client service delivery at the main location as needed.

The BabyMobile Client Services Coordinator is expected to serve as ambassador at large for Infant Crisis Services and must demonstrate professional excellence and perform to Infant Crisis Services' standards of quality at all times.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provides program services to clients at the agency's various BabyMobile locations and the main branch.
- Assists new and returning clients complete necessary paperwork and provides requested items.
- Provides clients and visitors with information; responds to inquiries and directs to other informational sources as appropriate.
- Maintains client information utilizing client database.
- Assists with client referrals to other social agencies and provides clients with resource information. Ensures resource information accurate and up to date.
- Serves as back-up for other client services coordinators.
- Assists with check-out procedures, verifying and balancing daily client headcount against in-take paperwork.
- Aids with BabyMobile volunteer training.
- Assists with community awareness and BabyMobile outreach.
- Supports the Manager of BabyMobile services with evaluating current and potential BabyMobile sites.
- Responsible for inventory on the BabyMobiles and upkeep, which includes cleaning, organizing, stocking, loading, etc.
- Performs clerical duties, including but not limited to, word processing, data entry, copying, and filing, and ordering office supplies.
- Maintains confidentiality with all Infant Crisis Services records and information.

- Serves clients outside of normal office hours when needed; includes nights and/or weekends.
- Other related duties as assigned.

#### **SUPERVISORY RESPONSIBILITIES**

None

#### **EDUCATION AND/OR EXPERIENCE**

- One to two years customer service/secretarial/administrative experience desirable.
- High School diploma or equivalent

#### **SKILLS AND ABILITIES REQUIRED**

- Must adhere to Infant Crisis Services core values of respect, compassion, kindness and love.
- Must be Spanish/English bilingual.
- Must be willing/able to drive large vehicles (does not require special drivers' license) and for long distances.
- Must possess strong oral and written communication skills.
- Must have the ability to excel in a diverse, collaborative team environment.
- Must have good planning and coordination skills.
- Knowledge of telephone and business machine operations; skilled in the use of personal computers and related software.
- Possess a high level of interpersonal skills to handle sensitive and confidential ICS, client, donor, and employee information and situations.
- Ability to multi-task and remain calm in hectic situations.
- Ability to understand various Infant Crisis Services operations and procedures.
- Able to maintain a professional, customer service-oriented attitude at all times.
- Ability to meet face-to-face with a diverse clientele, foster rapport, deliver information, counsel, and refer with sensitivity to cultural issues.
- Ability to work and communicate with staff, clients and their families, donors, vendors, community agencies, etc. to meet their needs in a polite, courteous and cooperative manner.
- Possess a high level of initiative, effort and commitment towards completing assignments efficiently.
- Demonstrate attention to detail and to work independently and make sound decisions.
- Must have the flexibility and willingness to work in close quarters with other staff and potentially in varied temperature extremes while on the BabyMobile.
- Must have the flexibility and willingness to work on evenings and weekends when required, as well as scheduled travel in the state of Oklahoma as required (approximately 60% of time spent outside of the office in the community).

#### **COMPUTER EQUIPMENT AND SOFTWARE REQUIREMENTS**

- PC proficiency to include Word, Excel PowerPoint, etc.
- Experience in use of standard office equipment.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Valid Oklahoma drivers license
- Proof of insurance
- CPR (can be obtained through Infant Crisis Services-sponsored training)

#### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel, such as keyboarding and writing. The employee frequently is required to reach with hands and arms and talk and hear. Must have visual acuity to read and draft reports, memos, letters, etc. Specific vision abilities required by this job include such vision to enable the incumbent to perform the responsibilities and functions of the job efficiently. Must be able to lift up to 25 pounds.

**WORK ENVIRONMENT**

The employee will work in a variety of environments – mainly inside the BabyMobile. Will frequently be in close quarters with other staff and clients. The employee may be exposed to extreme temperatures while on the BabyMobile. The noise level in the work environment varies from moderate to loud; frequent chaotic situations will occur characteristic to working with infants, toddlers and mothers in need. Exposure to strong odors such as soiled diapers and clothes, poor hygiene, etc.

The qualifications, physical demands, and work environment 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 with disabilities to perform the essential functions.

*This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*

***Mission Statement:***

*Infant Crisis Services provides life sustaining formula, food and diapers to babies and toddlers in time of crisis. . . Because no baby should go hungry.*