



Babies & Beyond of WI, Inc.  
1922 S. Stoughton Road, Madison, WI 53716

## Client Services Coordinator Job Description

**Hours:** 30-35 hours per week - Must be able to work during most of our "Open Hours"; Holidays and Holiday weekends off, flexibility in work schedule and some remote work.

**Compensation:** \$16-\$17/hour based on experience and qualifications. Addition \$1/hr if you are fluent in English and Spanish.

**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 that ensures a positive experience for our clients, as well as volunteers and community partners.

### Sharing Center Client Services

1. Work Open Hours shifts overseeing Client Care and processes up front.
  - 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 (*Client Areas should be clean and stocked before each shift*)
  - a. Have bins and supplies fully stocked and organized before each Open Hours
  - b. Work with Vol. Coordinator to have volunteers help with restocking and cleaning each week. Schedule and lead a day/week to help with restocking and cleaning.
  - c. Work with Vol. Coordinator and ED to communicate low/surplus of inventory
  - d. All carpeted areas vacuumed weekly and additionally as needed
  - e. Bathrooms cleaned and restocked weekly and additionally as needed.
  - f. 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. Enter client slips after each "Open Hours" into Breeze software system.
6. Track monthly client visits and number of supplies given out – send stats to ED each month
7. Email clients a monthly newsletter with updates and reminders.

### Partner Agencies

1. Make sure partner agencies have enough marketing materials to refer clients to us and vice-versa
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.
4. Work with partner agencies to have them set up informational tables during Open Hours.

### Parenting Classes/Mommy and Me Sessions

1. Work with partner agencies and volunteer experts to host classes and sessions for our clients
2. Maintain schedule of events
3. Track client attendance



### **Safe Sleep Program**

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

### **Phoneline/Outreach**

1. Answer calls live when possible or return calls within next business day.
2. Provide additional resources and referrals to clients in crisis situations
3. 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)

### **Give-Away Events**

1. Schedule and host events for clients/community (Toy give-away, Winter Gear Give-away, etc)
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 (Third Saturday of Sept.)
2. Help secure sponsors and diaper drives
3. Help connect and encourage clients to participate

### **Administrative Tasks/other**

1. Attend monthly staff meetings
2. Timely response to email inquiries and phone calls
3. Write monthly newsletter articles geared towards our Supporters and send to ED
4. Write and send a monthly newsletter geared towards our Clients.
5. Regularly send pictures and ideas to ED for Social Media posts
6. Manage client stats
7. Work with Vol. Coord. and ED to find new funding/volunteer sources, and Diaper Drive hosts
8. Help lead volunteer groups outside of Open Hours, particularly to help restock for Open Hours.
9. Maintain/Pursue working knowledge of trends and best practices in the field of non-profit organizations and Pregnancy Resource Centers
10. Explore additional ways to better serve our clients through additional programming or services.
11. 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 Babies & Beyond.
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 Breeze and Aplos)

## **PHYSICAL DEMANDS**

Ability to occasionally perform lifting duties which include the equivalency of lifting up to and sometimes up to 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 [director@babiesandbeyondwi.org](mailto:director@babiesandbeyondwi.org)

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.