



Job Description

Title: Client Outreach Coordinator

Reports to: Operations Director

Nature of Work: This is a highly professional position representing Rebuilding Together Broward County in our efforts to serve low-income homeowners in our community with critical home repairs.

The Client Outreach Coordinator works in a staff/volunteer team driven environment to promote and support the mission of Rebuilding Together Broward County - a non-profit home repair/modification and neighborhood revitalization program.

The Client Outreach Coordinator is primarily responsible for the planning and implementation of outreach strategies that identify clients for services and working with community partners to identify communities of need. The Client Outreach Coordinator is the primary staff person overseeing all company efforts to work with the community at large to assist in finding and appropriately screening clients in need of Rebuilding Together services. Specifically, The Client Outreach Coordinator has the integral role of meeting with clients, and community advocates, to screen, assess and connect clients with our services.

KEY ROLES (Essential Job Responsibilities):

- Create and implement outreach strategies to ensure the success of our various programs.
- Responsible for client screenings and all program documentation.
- Maintain complete client records, daily activity logs, and other reports as directed.
- Prioritization of client needs and scheduling, including client assessments.
- Provide support for people as they work with the Rebuilding Together team for assistance.
- Work with community advocates, governmental and nonprofit organizations to identify, assess and connect clients that need home repairs.
- Establish and maintain positive, productive working relationships with community advocates, governmental and nonprofit organizations.
- Ensure that client information is accurately, efficiently and timely updated into all CRM systems, i.e., Salesforce, CERTS, Trello, etc.
- Participate in overall activities to maintain good public relations for programs, services and activities.
- Support Board Committees, as assigned.
- Additional tasks as determined by supervisor, executive staff and needs of the organization.

MINIMUM JOB REQUIREMENTS/SKILLS:

- A minimum of three years' work experience in non-profit agency program provision, or an equivalent combination of experience and education.
- Possesses detailed knowledge of company goals, products, and services.
- Considerable knowledge of the mission, objectives, policies, programs and procedures of Rebuilding Together; of the principles and practices of non-profit organizations.
- The ability to work in a fast paced, changing environment, with flexibility/adaptability.
- Ability to manage multiple tasks and to develop solutions to problems with limited supervision.

- Good organizational skills and detailed orientated.
- Strong communication skills, both verbal and written.
- Ability to work with diverse clientele, creating a friendly, helpful atmosphere
- Experience with public speaking, training and/or teaching adults/volunteers a plus.
- Experience managing or working with volunteers is beneficial.

COMPUTER/TECHNOLOGY SKILLS/EQUIPMENT/SOFTWARE SKILLS:

- The following is the common technology used in this position and is not all inclusive:
 - Demonstrates ability to use Microsoft Office Suite.
 - Demonstrate ability to use CRM systems
 - Familiarity with social media including Facebook, Twitter, Pinterest, Instagram, etc.

PHYSICAL DEMANDS:

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents operating standard business office equipment and software. Occasional travel by automobile is required for position responsibilities and/or training. Manual dexterity and physical ability to perform tasks (i.e. repeated lifting up to 50 pounds, continual standing, reaching, bending, and walking).

DISCLAIMER:

All of the above duties and responsibilities are essential job functions subject to reasonable accommodation. All job requirements listed indicate the minimum level of knowledge, skills and/or ability to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Individuals may be required to perform any other job-related instructions as requested by their supervisor, subject to reasonable accommodation.

*****This position requires availability for extended or nontraditional hours as needed to perform job duties. The position also requires periodic participation and attendance at related program events and training.**

COMPENSATION AND BENEFITS:

- Full-time: 40 hours per week.
- Salary is negotiable and commensurate with experience within agency’s range for this job class.
- Benefits package includes eight personal/sick days per year, ten days of vacation leave after the first year of employment and nine paid holidays.

I have read and agree to the information listed on this job description.

Print Name and Signature

Date

Supervisor Print Name and Signature

Date