

JOB DESCRIPTION

Title: Coordinator, Inquiry

Reports to: Director, Human Resources

Department: Human Resources



I. **Primary Purpose**

The Inquiry Coordinator's role is to support the recruitment of adoptive families for Spence-Chapin's Home Study Services, Domestic, and International adoption programs. The coordinator is responsible for delivering a seamless customer experience across various stages and touchpoints in Spence-Chapin's client journey and helping the organization continually achieve greater customer satisfaction, increased efficiency, and profitability. The Inquiry Coordinator plays a key role in achieving how potential clients and supporters perceive Spence-Chapin while steering conversion of eligible consumers to Spence-Chapin's client base.

An integral part of the coordinator position is building and maintaining relationships with prospective adoptive families. This role serves as first line of contact for adoption pathway inquiries and institutional events. Additionally, the inquiry Coordinator has the responsibility of connecting prospective clients to key personnel within the organization. This role requires regular phone and email contact with prospective adoptive families and offers a dynamic opportunity to bring Spence-Chapin's mission to the broader community.

The right candidate needs to be resourceful, detail/deadline-oriented, and able to handle multiple tasks simultaneously. This individual engages authentically and credibly with Spence-Chapin's constituents, providing exceptional customer service to potential clients and the public. The Inquiry and Community Engagement Coordinator is someone who can communicate assertively but compassionately talk to, engage, and educate a diverse population; and who absorbs information quickly and thoroughly.

II. **Key Performance Indicators**

Inquiry:

- Field, manage and promptly respond to incoming calls, emails, website inquiries, and website chat, providing information on home study, domestic, and international adoption.
- Work closely with the team to ensure seamless transition of inquiries to appropriate staff member or other referral sources.
- Assist with presenting adoption information in webinars and in-person information meetings.
- Provide general administrative support, as needed.
- Maintain database to ensure collection of information and follow up on prospective adoptive families.
- Perform any other departmental or agency-related duties or special projects as directed by supervisor.

III. **Education & Experience**

- B.S. or higher required.
- 2-4 years of experience in customer service and interfacing with diverse populations.
- Knowledge of adoption, foster care systems and child welfare, a plus.

IV. **Technical Skills**

- MS Office –Proficiency in Excel, Word, and PowerPoint.
- Experience with database platforms.

V. **Key Competencies**

- Excellent organizational skills, ability to prioritize workload, administer, and resolve problems.
- Strong problem-solving skills; excellent interpersonal skills.

Spence-Chapin Services to Families & Children 410 East 92nd Street-3rd Floor New York, NY 10128

T: +1 212 369 0300 F: +1 212 369 8589 www.spence-chapin.org

- Excellent verbal and written communication skills.
- Strong public engagement and customer service skills.
- Ability to work both collaboratively and independently.

This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.