

## JOB DESCRIPTION

**Title:** Coordinator, Client Services

**Reports to:** Director, Human Resources

**Department:** Human Resources



### I. Primary Purpose

The Client Services Coordinator supports 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 in the adoption process, thus achieving greater customer satisfaction, increased efficiency, and profitability. The Coordinator is integral to how clients perceive Spence-Chapin and steers the conversion of eligible consumers to Spence-Chapin's client base. As the first line of contact for adoption pathway inquiries and institutional events, this individual is responsible for connecting prospective clients to key personnel within the organization.

The ideal candidate will build and maintain relationships with prospective adoptive families through regular phone and email contact. This individual engages authentically and provides exceptional customer service to potential clients and the public. The Coordinator is someone who can communicate assertively but compassionately, engage, and educate a diverse population; and who absorbs information quickly and thoroughly. This person is resourceful, detail/deadline-oriented, and able to multi-task simultaneously.

### 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.
- 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.**