

## JOB DESCRIPTION

**Title:** Coordinator, Client Services & Records Administration  
**Reports to:** Senior Manager, Client Services & Quality Assurance  
**Department:** Legal & Compliance

### **Primary Purpose**

The Coordinator, Client Services & Records Administration provides administrative support to the Legal & Compliance Department, with a focus on supporting the Client Services and Post-Adoption Records teams. The ideal candidate will work with multiple teams, manage competing priorities and is detail oriented. The Coordinator will scan archived documents into electronic format to preserve their integrity and the organization's history. This individual is someone who can communicate assertively with other department staff and who absorbs information quickly and thoroughly. The ideal candidate will provide general support to both the PARR and Client Services Teams. This is an in-person position with an annual salary range of \$50,000-\$55,000 commensurate with experience.

Spence-Chapin is a non-profit organization based in New York City that has been providing adoption services and adoption support for more than 110 years. At Spence-Chapin, we believe that every child deserves a family, and we work tirelessly to advocate for children in need of a permanent, loving home. Over our history, Spence-Chapin has served more than 25,000 children, women, and families through our main program areas: Comprehensive Domestic and International Adoption Programs; Birth Parent Services; Well-being Services; and International Humanitarian Aid through programs like our Granny Program to support children living in orphanages overseas.

Our work is made possible by the dedicated individuals on our staff. At Spence-Chapin we find joy in celebrating each other, our co-workers, and our clients. Everyone is treated with respect and dignity to strengthen the vibrancy of our community. We celebrate a culture of excellence, inclusivity, compassion, flexibility, and support. Spence-Chapin offers a competitive benefits package that includes full health benefits, generous PTO and holiday schedule, HRA & FSA plans, life insurance, retirement plan with employer contribution, paid maternity/paternity/adoption leave, commuter benefits, and more. Being part of the Spence-Chapin team is being part of a legacy, which for more than 110 years has provided critical services to children, women, and families around the world.

### **Responsibilities & Key Performance Indicators**

#### **Inquiry:**

- Field, manage and promptly respond to incoming calls, emails, and other forms of inquiry, providing information on Spence-Chapin's home study services, domestic and international adoption programs, and post-adoption records and resources
- Provide outside referral information to clients as appropriate
- Work closely with all program teams to ensure seamless transition of inquiries to appropriate staff members
- Log case notes and regularly update the database system to ensure collection of information and to follow-up with prospective clients who may be a good fit for services

#### **Record Administration:**

- Receive and upload applications from clients applying for record information, and input data from the application into the database
- Conduct diligent searches for relevant client records and place record orders from off-site storage facility
- Conduct file reviews to identify vital records or other important documents and upload these documents to the database
- Scan, copy, and/or upload additional documentation as needed by the Legal & Compliance Department

**Additional Tasks:**

- Support other tasks related to the work of the Client Services and Post-Adoption Records teams as needed, including but not limited to data entry, record preservation projects, client communications, and providing additional coverage of the inquiry lines
- Support other tasks related to the greater Legal & Compliance Department, including but not limited to scanning, filing and participating in case closing procedures for active adoption cases

**Education and Experience:**

- Bachelor's degree or higher
- Minimum 3 years' strong administrative experience required
- Knowledge and understanding of child welfare, foster care and adoption a plus
- Experience in social work and/or customer service a plus

**Technical Skills:**

- MS Office – Proficiency in Excel, Word and Outlook
- Experience with database platforms
- Comfort and familiarity with technology

**Key Competencies:**

- Strong time management skills, including robust organization, and ability to prioritize and meet tight deadlines
- Strong execution skills, thorough follow-through; and attention to detail
- Ability to communicate clearly and effectively
- Ability to work collaboratively as well as independently
- Spanish speaking a plus
- Physically able to carry and move boxes of files that weigh approximately 10-15 pounds each

**To apply:** Please send cover letter and resume to [recruiting@spence-chapin.org](mailto:recruiting@spence-chapin.org)

**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.**