



817 A 6th Street, Clarkston, WA 99403 509.751.9143

Job title	<i>Client Programs Specialist</i>
Reports to	<i>Executive Director</i>

Job Structure and Purpose

Since 1984, Interlink has served thousands of senior citizens and persons with disabilities residing in Nez Perce County, Idaho and Asotin County, Washington. Clients contact Interlink seeking assistance with a variety of services that Interlink is able to provide – especially transportation to medical appointments. Interlink provides these services by recruiting and matching volunteers to the requests received.

Two (2) **Client Program Specialists** will job-share this position in order to ensure full and reliable coverage of all hours that the Interlink office is open. Each Specialist will work 5 hours per day, 5 days a week (M-F, 25 hours/week total). The morning Specialist will work 8:00 AM—1:00 PM, and the afternoon Specialist will work 12:00—5:00 PM. The one hour overlap time allows for collaboration and debriefing.

The **Client Program Specialists** serve Interlink’s clients and volunteers for all of Interlink’s services (currently transportation, minor home safety repairs, and providing wheelchair ramps). The majority of work time will be spent using computer and telephone equipment. Training will be provided. Candidates must be able to multitask successfully and work productively in a busy office with regular interruptions. Candidates must be able to professionally interact with their work partner and other employees, volunteers and clients in a collegial and friendly manner.

Duties and Responsibilities

- Receives incoming phone calls, retrieves and responds to voicemail and email in a timely fashion.
- Assists new clients and volunteers with enrollment into Interlink’s programs.
- Enters service requests into the scheduling software, coordinates services between clients and volunteers, and provides general assistance to clients and volunteers as necessary.
- Troubleshoots problems and cancellations which might arise with volunteer service providers or clients.
- Collaborates with fellow program specialist to ensure that services are provided seamlessly.
- Coordinates with fellow program specialist to ensure coverage during all open office hours.
- Maintains the database containing clients’ and volunteers’ contact information and keeps it up-to-date.
- Ensures that all program and contract compliance requirements are kept current.
- Prepares program reports on a regular basis – usually monthly.
- Generates data and content for reports, newsletters, websites, and other purposes as requested.
- Performs basic clerical duties as needed.
- Assists with special events and trainings for the organization.
- Other duties as assigned.

Qualifications

Minimum Qualifications include:

- High School diploma or GED.
- Proficient grammar, spelling, typing, computer and software navigation skills.
- Proficiency with Microsoft Office Products.
- Excellent communication skills, both written and oral. Ability to communicate clearly over the telephone.

- Must possess a valid driver's license as well as a licensed and reliable personal automobile.
- Proven past job reliability and performance.
- Proficiency with multi-tasking and working productively and collegially as a member of a team.
- Problem solving skills.
- Friendly personality.
- Desire to work with and assist senior citizens and persons with disabilities with patience and empathy.

Desired Qualifications:

- Prior experience working with the elderly and/or persons with disabilities.
- Prior experience working for a nonprofit organization or transit operation.
- Prior experience managing and coordinating volunteers.
- Prior clerical work experience.
- A passion for accuracy and the avoidance of mistakes.

Working Conditions & Physical Requirements

This is a part-time job-shared position, with the morning shift working 8:00 AM—1:00 PM, and the afternoon shift working from 12:00—5:00 PM, Monday—Friday. The majority of work time will be spent using computer and telephone equipment. Candidates must be able to multitask successfully and work productively in a busy office with regular interruptions.

Candidates must be able to drive, possess a reliable car and a current driver's license, as occasional home visits to clients will be required. Must be able to lift up to 30 pounds on occasion. Weekend work may be needed on infrequent occasions.

Wages & Leave Time

This position will pay the Washington Minimum Wage of \$13.69/hour for an introductory period of 90 days. After successful completion of the introductory period, the wage will increase to \$14/hour. Sick leave is accrued in accordance with WA State law. This part-time position accrues paid vacation time equivalent to 5 paid vacation days each year. Six paid federal holidays are provided. The position provides no insurance or retirement benefits at this time.
