



JOB DESCRIPTION | CLIENT SERVICES MANAGER

<b>Title:</b> Client Services Manager	<b>Job Classification:</b> Exempt
<b>Reports to:</b> Executive Director	<b>Written:</b> September 30, 2022

**General Summary**  
 Acts as a liaison between Kitchen Angels and its clients; works to resolve problems and ensures that services are delivered timely and as expected. Provides support to the Executive Director for communicating and implementing Kitchen Angels mission, goals and objectives; maintains a working knowledge of all aspects of Kitchen Angels operations; provides a strategic approach to client service; assumes other duties as assigned.

- Essential Functions and Responsibilities**
1. Assists with day-to-day activities of the organization
  2. Maintains client database and hard files
  3. Determines client eligibility through phone intake interviews and home visits
  4. Prepares statistics for monthly, quarterly and other reports as requested
  5. Works to ensure client satisfaction with Kitchen Angels service
  6. Develops procedures, establishes standards, and ensures that delivery occurs timely
  7. Attends staff meetings and assists in the evaluation of the program
  8. Coordinates with other departments as necessary
  9. Maintains good working relationship with volunteer base
  10. Screens and processes telephone calls
  11. Secures substitute volunteers
  12. Provides support for fund raising events
  13. Represents Kitchen Angels in the community as requested by the Executive Director
  14. Processes correspondence
  15. Ensures accuracy of the client database
  16. Provides office coverage as assigned by the Executive Director
  17. Implements fulfillment program for the cookbook
  18. Maintains good working relationships with members of the Board
  19. Perform other duties as assigned

- Job Specifications**
- Education and Experience:**
- Bachelor’s degree preferred
  - Two (2) years of experience in a non-profit or social service field
  - Bilingual preferred-Spanish & English



## JOB DESCRIPTION | CLIENT SERVICES MANAGER

**Skills:**

- Ability to work independently and bring a project to completion and facilitate partnerships
- Proven ability for public speaking and working with volunteers of all ages
- Computer skills including Access, Excel, Word and data reporting
- Strong language and communication skills (written and verbal)

**Other Requirements**

- Commitment to Kitchen Angels goals and mission
- Presents a professional and positive image as a representative of Kitchen Angels
- Available and dependable
- Enthusiastic and positive attitude toward helping others
- Must be able to pass a criminal record background check and motor vehicle check

**Working Conditions:**

- Willing to be flexible

**Physical Effort Requirements:**

- While performing the duties of this job, the employee is regularly required to talk and listen
- The employee is frequently required to reach with hands and arms; climb or balance; lift overhead; and stoop, kneel, crouch, or crawl
- This position requires frequent manual dexterity in combination with eye/hand coordination
- Will have repetitive hand motions and prolonged periods of sitting with occasional periods of standing
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus
- Must be able to lift and move up to 45 lbs.
- The noise level in the work environment is moderate

I have read and understand the above Job Description. I verify that I meet the requirements and job specifications. I am able to perform the essential functions of this job.

\_\_\_\_\_  
Print Employee's Name

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date