



## **Client Services Position (Work Study)**

Arlington Charities is a social services nonprofit that operates a daily drive-thru food pantry as well as home and senior delivery food programs. This position will primarily assist the coordinator of the delivery program and assist other client services staff.

Hours: Agency hours 8:30 a.m.-1 p.m., flexible schedule, avg of 13-15 hrs/week. In person at 811 Secretary Dr. 76015.

Pay: \$13 per hour

How to Apply: Email resume' directly to: [casey@arlingtoncharities.org](mailto:casey@arlingtoncharities.org)

### **Job Responsibilities include:**

- Processing clients; Intake, limited case management, giving information and referrals, documenting and record keeping.
- Working closely with other Client Services staff to assist in client service delivery. Ensure that all service delivery and safety practices are congruent with policies and procedures.
- Ensure that all services are provided in a caring and respectful manner, and in accordance with the agency mission, policies and procedures.
- Demonstrate proper telephone courtesy and procedures, and exhibit a pleasant demeanor in face-to-face communications, assisting clients in a positive manner.
- Work cooperatively with other staff members to ensure that all goals are met. Complete weekly and monthly service reports.
- Provides back-up to client intake, pantry and other staff/volunteer positions as needed.

### **Candidate requirements:**

- Eligible for work study status.
- Bilingual Spanish preferred by not required.
- Proficient in Microsoft products preferred by not required. Strong computer skills.
- Excellent interpersonal and analytical skills.
- Excellent communication and writing skills.
- Ability to work in fast-paced, changing work environment.
- Ability to handle multiple, concurrent programs.
- Ability to provide excellent case management and accurate documentation.
- Ability to work as a team member, supporting events and initiatives.

Arlington Charities, Inc. is an equal opportunity program. No person, in the United States shall, on the grounds of race, color, national origin, age, sex, disability, political beliefs or religion, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination.

Arlington Charities, Inc. is committed to maintaining a drug-free workplace. All employees are advised that remaining in compliance with the Arlington Charities Alcohol and Drug Abuse Policy is a condition of employment with the Organization.

PLEASE NOTE: No health benefits provided. In addition, as a work-study position, no holiday or vacation pay will be available.