



Client Services Specialist Position Summary

The Client Services Specialist is responsible for delivering high-quality client support and program services through community outreach, inventory coordination, client engagement, and accurate data management. This role serves as a frontline representative of the organization, ensuring compassionate service delivery, strong community presence, and timely documentation of program outcomes.

Qualifications

- Bilingual (preferred/required, as applicable)
- Strong data entry and documentation skills
- Excellent verbal and written communication skills
- Computer proficiency with working knowledge of Microsoft Word and Excel
- Ability to work some evenings and weekends as required
- Reliable transportation and ability to travel locally

Key Responsibilities

Client Services & Program Support

- Distribute age-appropriate infant formula and other nutritional and non-nutritional items in accordance with program guidelines.
- Maintain accurate daily logs of all distributions by category and type.
- Demonstrate proper preparation and mixing of powdered formulas for clients.
- Provide basic nutrition education and client counseling as appropriate.
- Conduct client interviews to assess needs, gather feedback, and support program improvement; information will be included in monthly report.
- Assist clients with referrals and access to additional social service agencies as needed.
- Administer client surveys and collect program feedback.
- Capture and document client testimonials and success stories (including photos when appropriate) for newsletters, reports, and grant applications.

Outreach & Community Engagement

- Conduct 1-2 days of community outreach per week, engaging clients and partner organizations in targeted service areas.



- Develop, implement, and support client service outreach initiatives in collaboration with local businesses, clinics, daycares, and nonprofit partners.
- Participate in health fairs, community events, presentations, and outreach activities, including evenings and weekends as required.
- Maintain strong community relationships to increase awareness and utilization of Services.

Reporting & Data Management

- Ensure timely and accurate data entry of daily statistics into the program database.
- Prepare and submit documented monthly outreach and client services reports detailing activities, contacts, outcomes, and client engagement on a regular basis.
- Generate routine and ad hoc reports as requested by the CEO.
- Maintain organized program records and statistics to support compliance and funding requirements.

Inventory & Office Support

- Monitor, receive, stock, and manage inventory based on site needs.
- Track and maintain inventory levels of formula, merchandise, brochures, and educational materials.
- Answer phones and provide clear directions and instructions to clients regarding office locations and services.
- Ensure materials related to infant nutrition, feeding, and breastfeeding are well stocked and accessible.

Professional Development

- Attend relevant seminars, trainings, and conferences as scheduled to remain current on best practices and program requirements.