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<b>Position:</b>	Client Services Specialist
<b>Type:</b>	Full Time
<b>Status:</b>	Non-exempt
<b>Reports To:</b>	Chief Programing Officer
<b>Location:</b>	Durham, North Carolina
<b>Updated:</b>	3/10/21

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### **Position Summary**

The Client Services Specialist supports the JusticeMatters' programmatic and operational teams to deliver trauma-informed legal services. The position is the initial point of contact to callers and visitors and conducts fact-finding intake calls with prospective clients to equip the legal team leads to determine if the potential case falls within the scope of our practice areas. The Client Services Specialist recognizes the diversity of the agency's client population and seeks to serve all individuals with the same level of professionalism and commitment to social justice.

### **Duties and Responsibilities**

#### Client Services

- Handle incoming calls, answer questions, and direct calls to appropriate staff
- Complete English/Spanish potential client intake process
- Schedule client appointments, as needed
- Provide interpretation service, as needed
- Welcome clients to office and maintain a welcoming, clean environment
- Update agency's legal and non-legal referral lists and maintain distribution materials

#### Data and Reports

- Enter and maintain client data and reporting in CRM database
- Assist with program grant reporting and reimbursement submissions

### Office Administration

- Pick up and record all incoming mail daily; sign for courier outgoing mail daily.
- Monitor and ensure office cleanliness and order, including: 1) Coordination with cleaning service, including serving as point of contact, scheduling, supervising, signing and submitting cleaning log; 2) Organize/sanitize client supplies; and 3) Monitor and request office supplies through the purchasing process.

### Secondary Responsibilities

- Other responsibilities as requested by the Chief Program Officer.
- **Note:** this position does not provide administrative support to any staff member outside the parameters above.

### **Qualifications and Requirements**

1. High school diploma, GED, high school equivalent, a plus
2. 0-1 year work experience
3. Strong interpersonal skills, cultural humility, and cross-cultural communication skills.
4. Excellent analytical and (written and oral) communication skills.
5. Biliterate in Spanish (required).
6. Proficient in Google Suite and Microsoft Office Suite.
7. Proficiency in Salesforce or similar CRM database a plus.
8. Responsible, self-initiating, and focused, with proven ability to work independently and also collaboratively in a team-based decision-making environment.
9. Meticulous organizational habits with an ability to manage large amounts of information, establish priorities, and meet deadlines.
10. Demonstrated commitment to social justice.
11. Support of the mission and vision of JusticeMatters.

### **About JusticeMatters**

JusticeMatters provides trauma-informed legal services and promotes just policies and practices throughout North Carolina. Since 2011 we have been at the forefront of efforts to integrate principles of trauma-informed care in the legal profession – safety, trustworthiness, transparency, collaboration, empowerment, and choice. As we combat the horrors of human trafficking, we bear witness to the courage and resilience of survivors, the sacrifice and grit of caregivers, the expertise and dedication of our collaborative partners, the passion and generosity of our

supporters, and our mutual calling to seek justice for the flourishing of our neighbors here in North Carolina. In the last 5 years alone we've served over 1,200 clients and trained over 3,000 professionals. JusticeMatters is a team of people who celebrate the beauty in each of our neighbors and refuse to stand by when that beauty is violated. We value the pursuit of justice over personal comfort, systemic change over quick fixes. We acknowledge that our stories are intertwined with the stories of our clients, that we are bound together in our individual brokenness and collective call to fight for freedom and flourishing.

### **Compensation and Benefits**

- Ask for salary range
- 20 days of paid time off, (used for sick, vacation, etc.), ability to increase with length of service
- Health insurance coverage for employees 100% paid by JusticeMatters
- Access to health insurance for family members (paid by employee)
- Access to dental and vision insurance (paid by employee)

For more information please visit our website at [www.justicemattersnc.org](http://www.justicemattersnc.org) or contact LaToya King at [latoya@justicemattersnc.org](mailto:latoya@justicemattersnc.org). To apply, please send a cover letter and resume to [latoya@justicemattersnc.org](mailto:latoya@justicemattersnc.org).