

The Shepherd's Center of Richmond
Client Services Coordinator
Part-Time: 20 hours per week

Position Summary

The Shepherd's Center of Richmond provides seniors 60+ with free, roundtrip, door-through-door transportation to medical appointments and grocery stores. This service is provided by the Center's volunteer drivers who are active, older adults. The Client Services Coordinator will oversee and maintain all aspects of the Center's client services: process new clients, schedule rides, communicate with clients and drivers, and recruit and train drivers. Hours are Monday - Friday, 8:30 am - 12:30 pm. Position reports to the Executive Director.

Requirements

The preferred candidate will:

- Thrive on interaction with people from greatly varied socioeconomic and cultural backgrounds,
- Possess an overabundance of patience, compassion, empathy, kindness, and humor,
- Have excellent communication skills both written and verbal
- Be highly detail-oriented and organized, maintaining both paper and electronic files,
- Be able to prioritize tasks and practice time management skills,
- Be prepared to take direction and follow established procedures,
- Have previous experience working with older adults (60+),
- Have experience working with nonprofit organizations and volunteer management,
- Demonstrate proficiency with Microsoft Office, Excel, Google Suite, and internet research,
- Be able to work both independently and as a team member,
- Have a full understanding of the Center's programs, services, and volunteer opportunities.

Specific Duties

- Primary focus is to answer and address incoming calls from new and existing clients,
- Primary focus to include: interview potential new clients using the Center's service guidelines, mail new client application materials, schedule transportation for existing clients, communicate ride status with clients and drivers, and provide referrals as needed,
- Learn and manage the Center's custom, web-based, transportation software, *Ride Scheduler*,
- Monitor *Available* and *Assigned* rides in *Ride Scheduler*,
- Maintain current and accurate *Ride Scheduler* data,
- Address and make note of client's concerns, issues, and/or special accommodations,
- Maintain up-to-date alternate transportation and service referral lists,
- Maintain client and driver applications, client waitlist, and driver documentation,
- Communicate daily interoffice client services updates with staff and office volunteers,
- Onboard potential new volunteer drivers: respond to Google Forms submissions, conduct phone interviews, coordinate background checks, provide new driver training,
- Maintain new volunteer driver packets, nametags, and supplies,
- Provide ongoing support for volunteer drivers; respond to concerns, suggestions, and questions,

Additional Duties

- Plan and conduct the Annual Drivers meeting,
- Meet regularly with the client services committee to discuss concerns and improvements,
- Promote the Center's volunteer driver opportunity,
- Regularly practice volunteer driver recognition and appreciation,
- Research services at senior living facilities: compare and correlate to the Center's services,
- Research and network with similar area service agencies,
- Track and report data to be used for reports and grants.