



A Christian Community Outreach serving the homeless and disadvantaged in Rutherford County.

www.LoveGodServePeople.org

Client Services Associate (CSA)

The Journey Home is accepting applications for a Client Services Associate (CSA). CSA provides day-to-day services for clients at our outreach center. The position is paid on an hourly basis. Schedules are generally Mondays through Fridays, but some weekend days may be required occasionally based on volunteer group schedules, and other program needs. CSAs provide support for program work at the outreach center including Community Café, Clothes Closet, Food Pantry, outreach center maintenance, office work, housing program, pick-up and delivery of donations, and other community services. There is a high level of engagement with our homeless community. Employees may work in one primary area but will be cross trained as generalists in multiple areas to provide flexibility in meeting client needs. A Job Description providing an overview of duties and responsibilities is attached.

Qualifications & Preferences

- 18 years of age or older, neat appearance, promotes mission of The Journey Home
- High school diploma or equivalent
- Drug Free and willing to comply with Drug-Free Workplace Policy
- Highly dependable, organized, and willing to work!
- Friendly, positive attitude, cordial personality
- Able to communicate in a professional manner and manage conflict effectively.
- Able to execute written and verbal instructions, take initiative and solve problems.
- Able to provide leadership, support, and direction to volunteers, as needed.
- Physical ability to work standing, walking, bending, and lifting regularly in varying conditions both inside and outside.
- Able to lift up to 40 lbs., from floor or overhead, and be able to take up/downstairs.
- Preference given to applicants with a valid driver's license and good driving record.
- Bi-lingual (Spanish) a plus.

Typical hours: 7:00 a.m. – 3:30 p.m.

To apply: Send a cover letter summarizing your interest and qualifications for the position along with your resume to **Melissa Eckholdt** at meckholdt@LoveGodServePeople.org. The Journey Home is an Equal Opportunity Employer.



Client Service Associate Job Description

Client Service Associates will support program activities serving the homeless and disadvantaged in Rutherford County. Staff will work in various customer service-related roles and have daily work schedules and assignments they are responsible for completing. Staff will be cross trained in several roles based on their abilities, training, and experience. Staff will work as part of a team with other staff members and volunteers. Staff members will promote hospitality and work to create a positive environment for program participants. The tasks and duties below are typical of the work required. Other duties may be required as needed.

Client Service Associates will

Office

- Answer telephones, provide basic information to callers, take messages for follow-up.
- Greet visitors to the center, distribute forms, make sure forms are completed.
- Coordinate client services such as laundry, showers, distribution of needed hygiene and food items.
- File, sort and distribute mail, stock/distribute supplies, keep office neat and orderly.
- Complete basic computer work including data entry and other clerical or administrative duties as needed.
- Process In-Kind Donations

Clothes Closet

- Sort, process, and stock in-kind donations of clothing/hygiene/misc.
- Assist clients including check-in, shopping, check-out, and record keeping.
- Enforce policies related to clothes closet operations.
- Maintain racks, aisles and shelves in orderly manner adding and changing out stock as needed.
- Keeps the entire basement area neat and clean, swept regularly, free of trash, cardboard, etc.

Maintenance

- Daily cleaning in the outreach center includes lobbies, bathrooms, floors, furniture, trash, etc.
- Stock supplies in restrooms
- Clean-up and yard work on the outreach center parking lot and grounds
- Minor repairs and maintenance at the center including changing filters, lights, etc.