



## Front Steps – Job Description

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**Job Title:** Client Services Specialist I (Days)

**FLSA:** Full-Time/Non-Exempt (40 hours per week)  
Part-Time /Non-Exempt (16-24 hours per week)

**Department:** Shelter Operations

**Shift:** Days (M – F) or Weekends (Sat. and Sun.)

**Reports to:** Assistant Shelter Director or  
Shelter Day/Weekend Manager

**Last Revised:** October 5, 2016

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### Position Summary:

The primary duty of the Client Services Specialist (CSS) I is to maintain a presence throughout the shelter, provide referral information to clients, and maintain confidentiality with clients. The CSS I will promote and maintain a safe environment for staff and clients. The CSS I is responsible for rotating between the resource desk, mail and hygiene desk, security check-in at the front door, and the garage. The CSS I will work as a contributing member of the team and with other departments, co-located agencies, and volunteers in a professional manner at all times.

### Duties, Functions, and Responsibilities:

- Build and maintain positive client relations.
- Promote a welcoming, organized, and safe environment for clients and volunteers.
- Engage and manage clients receiving shelter services in an orderly and respectful manner.
- Effectively communicate shelter rules and guidelines with clients in a respectful manner.
- Provide resource information to clients seeking shelter services, case management services, and information about co-located agencies or other community social service needs.
- Defuse situations with clients in professional and respectful manner, while maintaining client safety.
- Maintain working knowledge of security procedures and operation of X-Ray and metal detector equipment.
- Efficiently and accurately collect client data as required for each service.
- Participate in ongoing staff trainings and professional development.
- Complete and submit incident reports within 24 hours of the incident. Reports should be written objectively and provide a full-account of the incident.
- Answer all incoming calls and respond in a professional manner with requested information, or direct caller to other designated department or community service provider.
- Attend all necessary meetings; including monthly all-staff meetings, monthly case manager meetings, and regular CSS staff meetings.
- Work with shelter volunteers to educate them and enable them to provide a service to the clients.
- Share learning and best practices with co-workers when applicable.
- Represent the organization in the community in a professional manner.
- Perform other duties as assigned.

## **Client Services Specialist I (Days) – Job Description**

### **Minimum Qualifications:**

- High School diploma or equivalent; experience may be considered in lieu of education
- Strong organizational and time management skills
- Ability to use Microsoft Office products on a PC platform
- Ability to work in a high stress environment
- Current First Aid and CPR/AED Certifications
- Knowledge of the Front Steps Employee Handbook
- Knowledge of the ARCH Shelter Standard Operating Procedures (SOP)
- Reliable transportation
- Ability to lift a minimum of 50 lbs.

### **Preferred Knowledge, Skills and Abilities:**

- 2 year college degree in Human Services, Social Work, or closely related field
- Experience working with the homeless or closely related population, highly preferred
- Knowledge of Austin's social services community partners
- Proficient in the use of Microsoft Office products on a PC platform
- Bilingual (English and Spanish and/or American Sign Language)