



Client Service Representative

Position: MACC Client Service Representative
Reporting To: Cecily Rose
Hours: 35-40 hours

JOB DESCRIPTION

PURPOSE

The Molalla Adult Community Center (MACC) is a non-profit that exists to aid seniors and people with disabilities in maintaining independence through programs and services designed for strengthening overall health and wellbeing. For 9 years, the Center has been managed by Foothills Community Church and Molalla Area Seniors, Incorporated, a non-religious nonprofit. The Client Service Representatives main objective is to provide the best customer service experience and resources for Clients who utilize the Center. The Client Service Representative provides Intakes, Case Management, Reassurance, and additional program support. Supports the Director in administrative tasks including but not limited to scheduling activities and programs, managing recreation sign ups, processing dues and donation payments, entering data, content creation and editing, reporting support. Assists in the opening and closing procedures of the Center. Aids in fundraising efforts of the Center. Our team comes to work smiling every day with a purpose of bringing joy and hope to the lives of those we have the opportunity to serve. We believe that time spent serving others is time well spent. Our team grows together in both skills, relationships, and fun-filled joy with vigorous intentionality. This position has a great balance of requested or needed oversight as well as creative freedom to take it to new heights.

RESPONSIBILITIES

- Build and maintain Client relationships
- Provide excellent customer experiences
- Have or develop skills for client needs such as Case Management and Reassurance
- Provide administrative and organizational support to MACC Director
- Keep sensitive information confidential
- Assists in coordinating events and functions
- Assist on projects
- Prepare documents and communications
- Attends meetings
- Aids in volunteer onboarding
- Other tasks as assigned
- Manages volunteers in the absence of the Director

CORE COMPETENCIES

- Customer Focus
- Approachability
- Compassion
- Organizing
- Priority Setting
- Patience

POSITION SPECIFIC COMPETENCIES

- Integrity and Trust
- Learning on the Fly
- Informing
- Composure
- Ethics and Values
- Time Management
- Organizing