

Job Title	Hybrid Client Services and Volunteer Coordinator
Employer/ Agency	United Way of Greater Baytown Area & Chambers County
Job Description	<p>Client Service Coordinator Essential Functions:</p> <ul style="list-style-type: none"> • Move each of your 30-40 clients closer to moving into their rehabilitated homes. • Interview prospective clients and work with them to complete an application for assistance. • Present prospective client cases to Executive Director and/or Client Services Manager for acceptance into United Way of Greater Baytown Area & Chambers County programs. • Assist clients in completing applications to utilize available funding programs earmarked for the recovery needs of disaster-impacted individuals in the local community and assist the client in navigating these programs throughout the rebuilding process. • Research and refer clients who are in need of housing, food, or other needs to appropriate services. • Act as a reliable point of contact for the client throughout the rebuilding process; ensuring the client understands where they are located in the program pipeline at all times. • Input client data and upload documents into client database (SalesForce); update case notes daily. <p>Volunteer Coordinator Essential Functions</p> <ul style="list-style-type: none"> • Respond to volunteer requests, questions, or general inquiries via email and phone in a timely fashion. • Coordinate all trip logistics for volunteers. This includes being the point of contact for multiple volunteer groups in any given week: both volunteers currently on site and those registering for weeks or months in advance. • Accurately document all communications and logistics. • Use of volunteer management software including SalesForce, Formstack, Google spreadsheets, and Classy. • Update and track volunteer information on Google documents used by multiple departments. • Assess availability of volunteer work and schedule volunteer groups. • Give orientations to as many as 150 volunteers at a time. • Give debriefings at the end of each volunteer experience. • Spend no more than 10% of the AmeriCorps service term

	engaging volunteers in fundraising efforts that support the fundraising goals of the AmeriCorps project.
Qualifications	<p>Minimum Requirements:</p> <ul style="list-style-type: none"> • Be at least 17 years of age or older. • Have a high school diploma or its equivalent. • Be a citizen, national, or lawful permanent resident alien of the United States. <p>Qualifications</p> <ul style="list-style-type: none"> • Excellent verbal communication skills • Experience/comfort with public speaking • Strong organizational skills and ability to delegate tasks effectively
Salary/Hours	<ul style="list-style-type: none"> • Monthly Living allowance of \$1,263. • An additional \$150 monthly housing stipend for individuals who have previously served in AmeriCorps, NCCC, or VISTA. • Free limited health coverage benefits • An education award of \$5,815 upon successful completion of each 10 month term. (More information can be found at: http://www.americorps.gov/for_individuals/benefits/benefits_ed_award.asp). • Eligibility to postpone repayment of federally-guaranteed student loans during your service term. (The National Service Trust will also pay all or a portion of the interest that accrued during the service period.) • Child care assistance
Application Method	<p>How to Apply</p> <ul style="list-style-type: none"> • Visit http://sbpusa.org/get-involved/american • Complete the two-page application • Upload your resume • Submit your application
Opening Date	Immediately

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