

## JOB DESCRIPTION

# Client Support Assistant

### Salary and Schedule

\$600/week, 40 hours, generally 8am to 5pm with flexibility

### Reports To

This position reports to the President.

### Job Overview

With compassion for Michigan's imprisoned, the Client Support Assistant (CSA) will work directly with Michigan inmates, HFP staff and partners, volunteers, and other actors in the Michigan Department of Corrections and criminal justice system. Using a sympathetic, patient, and warmhearted approach, the CSA will provide a wide array of personalized problem-solving services for persons serving time in order to alleviate suffering beyond the just administration of their sentences.

### Responsibilities and Duties

- The primary duty will be responding to clients' needs under the supervision of the HFP president, which will include research, printing, packaging and responding directly to HFP clients
- Effectively carry out basic office administrative tasks including but not limited to: filing, scanning, answering phone calls, and processing USPS mail (in and out).
- Running errands including picking up and dropping off packages, print orders, etc.
- Research MDOC practices and policies to help others understand, interpret, and apply those practices and policies in appropriate situations.
- Input any relevant data into electronic client records
- Consult and work with HFP volunteers and advisors when appropriate, in service to meeting client needs.
- Interact professionally with donors, clients, and client families.
- Search out and participate in opportunities for learning and sharing HFP's mission with others (awareness-building). As an example, this could look like attending a SADO family orientation or representing HFP at a prison reform conference.
- Aid other staff on special projects as needed.

### Qualifications

- Proficiency with basic computer software (Microsoft Office) and computer hardware (printer, scanner).
- Capable and competent navigating and doing research on the internet.
- Ability to communicate clearly, professionally and effectively in written form as well as in person.
- Comfort with newness and being a creative problem-solving is a must. We deal with unique situations every day where there rarely is a cookie-cutter solution.
- Self-driven with the ability to work successfully with lots of autonomy and minimal supervision.
- Effective time management. The HFP office offers little structure while operating with high levels of effectiveness.
- No licenses or certifications are required. No level of education is required. The qualified candidate will have a high level of literacy and proficiency with electronic communications.
- Most of the job duties require sitting at a computer. There is occasional lifting of things like paper boxes to replenish the printer.