

JOB DESCRIPTION

Client Services Specialist

Salary, Schedule, and Benefits

\$15/hour salary, 32 hours/week

Health, dental, and vision benefits available after 30 days

401K eligible after 1 year

Paid time off

Reports To

This position reports to the Office Manager.

Job Overview

With compassion for Michigan's imprisoned, the Client Services Specialist (CSS) will work directly with Michigan prisoners, HFP partners, and other actors in the Michigan Department of Corrections (MDOC) and criminal justice system. Using a sympathetic, patient, and warmhearted approach, the CSS 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

- Respond directly to HFP's incarcerated clients' requests by email, telephone, and mail.
- Create, manage, and maintain electronic client records; ensure daily communications (incoming and outgoing) are documented and captured in HFP's database.
- Research MDOC practices and policies to help others understand, interpret, and apply those practices and policies in appropriate situations.
- Seek out and participate in opportunities for learning and sharing HFP's mission with others.
- Interact professionally with donors, clients, client families, and volunteers.

Qualifications

- Proficiency with basic computer software (Microsoft Word, Excel, etc.) and computer hardware (printer, scanner, etc.).
- Capable and competent at navigating and doing research on the internet.
- Comfort and/or experience with engaging with diverse clientele and co-workers.
- Ability to communicate clearly, professionally, and effectively in verbal and written form.
- 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; aiming to be welcoming while efficient.
- 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.

We are an equal opportunity employer and value diversity as we work to create a workplace that reflects our clientele. Women, racial/ethnic minorities, those with criminal records, and/or those who are a part of the LGBTQ+ community are encouraged to apply.