



Bilingual Client Support Advocate
Broomfield, Colorado

A Precious Child, Inc. is a 501(c)(3) non-profit organization that provides children in need with opportunities and resources to empower them to achieve their full potential. A Precious Child envisions a future where every child grows up to be a secure, self-reliant, contributing member of their community.

In working towards helping A Precious Child meet its overall objective of providing resources and opportunities for children throughout eight counties of Colorado, A Precious Child's Client Support Advocate serves as a key member of the Empowerment Center Department and is responsible for the day-to-day interactions and satisfaction of our customers. Our customers include our clients, Agency Partners, volunteers, donors, staff and our community. The Client Support Advocate supports the department as a utility team member who can assist in multiple areas, where the highest need is identified. Support provided will look like but not exclude managing the high volume of incoming calls in our Empowerment Center, scheduling and confirming appointments with clients and Agency Partners, helping greet clients and helping conduct Client Intakes.

Hours: Full-Time, 8:30 AM-5:00 PM Monday through Friday, some evenings or weekends as needed

Reports To: Empowerment Center Manager

Areas of Responsibility:

- Conduct Client Intakes.
- Maintain ongoing client communication in a respectful manner.
- Support Empowerment Center reception area by greeting all clients and visitors with a positive, helpful attitude.
- Answer high volume of calls; transfers and directs calls as necessary; provides exceptional customer service via telephone.
- Ensure all voicemails are returned by 4:45PM daily
- Schedule appointments for current and new clients.
- Making appointment confirmation calls.
- Assisting with a variety of administrative and data entry tasks.
- Ensure smooth transition between client and Agency Partner check in and client/agency partner shopping experience at our Resource Center.
- Maintain ongoing client communication in a respectful manner.
- Provide excellent customer via phone, email and other channels.
- Support the team with seasonal programs registrations and confirmation for distribution days.



- Support the Operations team at events, during seasonal times and when coverage in other departments is requested.
- Other duties as assigned.

Experience & Qualifications:

- Fluent in English and Spanish language required.
- Enthusiasm and passion for A Precious Child's mission and vision.
- At least 1 year of client services experience.
- Must be able to manage competing demands and handle multiple duties simultaneously.
- Exceptional customer service skills and ethics.
- Excellent verbal and written communication skills.
- Proficient in Microsoft Word, Excel, Power Point, and Outlook.
- Ability to work effectively in collaboration with diverse groups of people.
- Present a polished and professional image and demeanor.
- Must be a self-starter who is motivated, outgoing and has strong organizational skills.
- Work well independently and in a team environment.
- Meets deadlines and demonstrate attention to detail.
- A positive attitude, strong work ethic, dependable and an ability to work effectively with coworkers, volunteers and interns.
- Possesses excellent relationship and interpersonal skills; the ability to work effectively with donors, volunteers, and staff; displays mature judgment, superior diplomatic skills.
- Ability to work with a wide range of people and show sensitivity to individual differences.
- Strong attention to detail.
- Ability to enter data into a computer quickly and accurately.
- Valid US-issued driver's license.

Compensation:

This is a full-time 40 hours per week temporary position, \$19/hour.

A generous benefits package includes paid time off, paid holidays, birthdays off, health, dental, and vision insurances, mental health and telehealth support, and matching contribution to a 401(k) retirement plan after meeting eligibility requirements.

To Apply:

To apply, please send a cover letter and resume to Courtney Wickberg, CCO, Courtney@APreciousChild.org

For more information about A Precious Child visit APreciousChild.org.

Equal Employment Opportunity: A Precious Child is committed to a policy of equal employment opportunity. The organization will not discriminate against employees or applicants for employment of any legally recognized basis including, but not limited to, veteran status, race, color, religion, sex, national origin, physical or mental disability, age, political affiliation or belief, or any other protected group status



as defined by law. A Precious Child will also not discriminate against employees or applicants based on sexual orientation.