

Loaves & Fishes Community Services (Full-time)

Position Description: Client Services Coordinator (Bilingual -- English/Spanish)

Summary:

The Program Coordinator is the first point of contact for clients, volunteers, donors, and visitors. This role manages front desk operations, provides exceptional customer service, supports client intake and referrals, and ensures smooth communication across departments. The Program Coordinator also trains and supervises front desk volunteers and maintains accurate records and resource materials to support agency programs.

Key Responsibilities:

- **Client & Visitor Services**
 - Greet and assist clients and visitors; answer questions, calls, voicemails, and emails in a timely, courteous manner.
 - Schedule CARES programs appointments and manage daily appointment check-ins
 - Share accurate information about programs, services and eligibility.
 - Train, supervise, and support front desk volunteers to ensure consistent and welcoming service.
 - Maintain a clean, organized, and client-friendly reception area; follow agency procedures for building access and emergencies.
- **Program & Administrative Support**
 - Maintain updated flyers, forms and other client-facing materials (print and digital) across the reception and waiting areas.
 - Monitor and restock front desk and registration area supplies; notify supervisor when items need replenishment.
 - Collect, file, and organize food program proxy forms and client documents accurately.
 - Provide administrative support for CARES programs which includes intake, gathering documentation, payment coordination and client follow-up as needed.
- **Referral & Data Management**
 - Manage referrals through closed-loop referral systems and follow up to ensure service connections.
 - Review and reconcile food program logs and administrative sheets with client database for accurate outcome reporting

Job Requirements:

- Bilingual in Spanish
- Flexibility to work occasional evenings and an occasional weekend day
- Excellent verbal communication skills
- High School diploma or GED
- Excellent organizational skills
- Computer and Microsoft Office skills
- Ability to multi-task
- Well-groomed appearance and positive attitude
- Ability to lift and carry 20 lbs.
- In-person, not remote/ no work from home opportunity

Schedule:

- Monday – Thursday, 9am – 5pm
- Saturday 8am – 2pm
- As needed, per availability

Please submit resume and cover letter to mzepeda@loaves-fishes.org

Loaves & Fishes Community Services is committed to creating a diverse environment and is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law. Qualified applicants protected by law are encouraged to apply.

