



JOB TITLE: Client Services Associate
JOB CLASS: Part Time, Non-Exempt (approx. 20-25 hours/week)
WAGE: \$20 - \$23/hour
DEPARTMENT: Client Services
REPORTS TO: Client Services Manager
HOW TO APPLY: Submit cover letter and resume to Alyssa Paulson, Client Services Manager, alyssa.paulson@bridging.org by May 3, 2024.

ORGANIZATIONAL SUMMARY – Visit [Bridging.org](https://bridging.org) for a complete program description.

Bridging, a 501(c)(3) nonprofit organization primarily serving the greater Twin Cities, empowers people to thrive in their homes by providing quality furniture and household goods for those pursuing housing stability. Since 1987, Bridging has served more than 110,000 households and currently operates out of two locations – Bloomington and Roseville. Driven by nearly 4,000 volunteers each year and donations from the community, we provide the basic home essentials set up to more than 4,500 homes every year. On average, Bridging redistributes 15 semi-loads of donated furniture and household goods to an average of 100 households (300 people) each week. Through financial and inventory support from individuals, businesses, and our local partners, Bridging continues to bring hope and stability to thousands of households in need.

Our future is very bright! Learn more about Bridging’s impact in the community, client services and volunteer program model at www.Bridging.org.

Bridging is an exciting place to work. As a team member you will experience camaraderie, opportunities to learn and advance, autonomy to effectuate change and create impact, and a competitive compensation package.

Bridging is an equal opportunity employer that embraces diversity; and we encourage qualified applicants of all racial, ethnic, 2SLGBTQIA+ identities and other groups to apply. We believe that creating an inclusive environment based on respect, trust and service are integral to how we serve our clients, support our team and achieve our mission. Read our *Diversity, Equity, Inclusion, and Belonging Statement* (DEIB) [here](#).

POSITION DESCRIPTION

Position Summary:

The Client Services Associate position will help lead the pre-appointment communication and serve as an integral part of ensuring that the client and agency caseworker experience with Bridging is welcoming, filled with dignity, service, and gratitude. The Client Services Associate position will report to the Client Services Manager and serve on the Client Services Team. The ideal candidate will have a strong passion for Bridging’s mission, a client-centered approach to their work and have strong customer service, communication, and organizational skills.



Qualifications

- Passion for the mission and values of Bridging's important work and deep commitment to serving individuals and families in our community.
- Strong commitment to equity, dignity, inclusion, and belonging.
- Excellent customer service skills.
- Self-motivated; can initiate and complete tasks independently.
- Skilled communicator with daily phone, email, virtual and face-to-face interaction.
- Strong organizational skills.
- Proficient in Microsoft Office (Outlook, Excel, Word, PowerPoint, Access).
- Ability to maintain confidentiality of sensitive information.
- Previous experience with nonprofit and/or community organizations preferred.
- Creative problem solver and confident with difficult conversations.
- Highly relational team player who thrives in fast-paced environment.
- Volunteer experience and/or supervision of volunteers experience preferred.

Job Responsibilities

- Pre-appointment communication efforts with clients and caseworkers after appointment has been made.
- Direct, train and support client check-in volunteers.
- Collect and file shopping preference forms in advance of appointments.
- Test virtual appointment platforms (Google Duo and FaceTime) with clients prior to appointment.
- Provide back-up responsibilities to Client Services Coordinator.
- Adaptable, flexible, and timely responses to ongoing client and caseworker needs.
- Collaborate with the Client Services Team on initiatives to improve the client and agency experience at Bridging.
- Respond promptly to any issues that arise during client check-in and shopping.
- Lead the morning volunteer shopping meeting when necessary.
- Assist in identifying gaps in Bridging's services and propose solutions to improve.
- Become proficient with Bridging's client scheduler and client database (Access).
- Ability to work independently and remain accountable for one's time.
- Represent Bridging in a positive and respectful manner.
- Demonstrate a high level of respect for all clients, community partners, volunteers, and staff.
- Support the Bridging team by assisting and executing client check-in and/or client shopping when needed.
- Contribute to quarterly agency newsletter content as needed.
- Participate in client and case worker survey reviews; assist with developing strategies to address concerns presented in the surveys.
- Attend staff meetings and trainings.
- Participate in and supports staff engagement and teambuilding efforts.
- Other duties as assigned.



Location:

This position is based at our Roseville location: 1730 Terrace Drive, Roseville, MN 55113. However, occasional travel will need to occur to spend time in our Bloomington location.

Benefits:

- 401(k) Retirement Plan – employer match up to 4%
- Immediately accrue Paid Time Off (PTO)
- One Floating Holiday, annually
- Ten paid Holidays, annually
- Bridging clothing allowance, annually
- Volunteer Time Off (VTO)
- Access to EAP
- Professional Development allowance

Other Information:

- This position is Monday – Friday from 8:00 a.m. until approximately noon.
- Regular, punctual attendance required.
- This is an in-person (not remote) position.