



**Job Title:** Client Services Assistant

**FLSA:** Non-Exempt

**Part time:** 25 hours/week

**Hourly Rate:** \$ 15.00 per hour

**Supervisor:** Director of Client Services

**Position Description:** The Phone Receptionist will manage our Client Services phone line. Their responsibility is to respond to incoming calls from the clients to take their requests, answer questions and inquiries, troubleshoot problems, and provide information regarding the organization's services. Additionally, they will be responsible for making outbound calls to set appointments and gather survey data.

The ideal candidate will be passionate about the mission of Mama's Kitchen; possess a collaborative spirit and enjoy an open work setting; and incorporate the highest levels of ethics and professionalism.

**Primary Responsibilities:**

- Answering phones from customers professionally and responding to customer inquiries
- Providing clients with the organization's service information
- Routing inbound calls to the appropriate resources.
- Completing call notes and call reports as necessary and updating them in the CRM
- Recording details of comments, inquiries, complaints, and actions taken
- Honor agency policies and procedures

**Other Duties:** As assigned by the Director of Client Services

**Required Skills:**

- Proven work experience as a Receptionist, Front Office Representative or similar role
- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude
- High school degree: additional certification in Office Management is a plus
- Bilingual in Spanish is a plus
- Able to work in multi-person and multi-activity office space
- Be able to lift 25/50 pounds

Updated December  
2021

### **Vision Statement:**

At Mama's Kitchen, we envision a community where all individuals with critical illnesses are no longer vulnerable to malnutrition.

### **Mission Statement:**

Mama's Kitchen believes that everyone is entitled to the basic necessity of life – nutritious food. Our services improve the health and well-being of individuals and families vulnerable to malnutrition due to critical illness.

### **Mama's Kitchen Core Values**

**Dignity and Respect:** Focus on the individual is at the heart of everything we do at Mama's Kitchen. Mama's Kitchen fosters a community where mutual respect and dignity are preserved by promoting humanity, compassion and empathy towards our clients, donors, volunteers and staff.

**Reliability:** Mama's Kitchen is resourceful, efficient, and flexible. Our clients tell us that reliability is what sets Mama's apart from other organizations.

**Integrity:** Guided by honesty, loyalty and a commitment to confidentiality, Mama's Kitchen is responsive to the needs of all our clients, volunteers, donors and staff. We pride ourselves in doing what we say we are going to do.

**Diversity:** Mama's Kitchen is an all-inclusive family. We foster a welcoming environment and embrace all members of the community without judgment.

**Team Work:** Mutual effort and unity are the ingredients that allow our mission to succeed.

### **Equal Opportunity**

Mama's Kitchen has a long-standing commitment to equal employment opportunity for all applicants for employment. Employment decisions including, but not limited to, those such as employee selection, performance evaluation, administration of benefits, working conditions, employee programs, transfers, position changes, training, disciplinary action, compensation, and separations are made without regard to race, color, religion (including religious dress and grooming), creed, national origin, nationality, citizenship status, domestic partnership status, ancestry, gender, affectional or sexual orientation, gender identity or expression, marital status, civil union status, family status, age, mental or physical disability (including AIDS or HIV-related status), atypical heredity cellular or blood trait of an individual, genetic information or refusal to submit to a genetic test or make available the results of a genetic test, military status, veteran status, or any other characteristic protected by applicable federal, state, or local laws.

**TO APPLY: Send cover letter, resume and 3 references to [jobs@mamaskitchen.org](mailto:jobs@mamaskitchen.org)**