**Client Coordinator Job Description**

Bloomington Meals on Wheels is hiring a part-time (20 hours per week) position to coordinate daily client needs.

The program coordinator is responsible for:

* Organizing routes and maintain and update route books
* Updating client status in program database
* Overseeing meal pick-up and ensure all routes are picked up.
* Working with Intake Coordinator to manage client waitlist.
* Preparing and managing diet order requests.
* Preparing monthly client billing
* Performing quarterly client update interviews to assess client’s needs, with home visit, if necessary
* Managing annual client survey process
* Filling in on client routes occasionally, if needed
* Communicating with team members to ensure maximum accuracy and efficiency
* Promoting a safe, respectful, and fun atmosphere for volunteers.
* Maintaining client and volunteer confidentiality

Required Skills

* A resourceful mindset with the ability to work independently, take initiative and manage multiple tasks and projects and the ability to work collaboratively with a team.
* Comfort in a fast‐paced, changing environment.
* Excellent interpersonal, listening, written and verbal communication skills and the ability to work effectively with a wide range of constituencies.
* Computer proficiency and knowledge of MS Office, including advanced Excel, Word and data entry skills.
* Ability work with assigned volunteers.
* Must have own transportation for use on the job, with valid driver’s license and proof of valid automobile insurance;
* Physical Demands: While performing the duties of this job, the employee is regularly required to sit, speak, hear, stand, and walk. The employee is frequently required to use hands to keyboard. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

**Preferred Education and Experience:**
A Bachelor's degree with a major in social work, human services or field of study related to duties, tasks, and responsibilities is preferred. Two years experience in customer service, organizing volunteers, and coordinating and implementing activities, events, or programs is preferred.

Salary: This is a part-time position at 20 hours per week. Compensation is $16 per hour.

This is an on-site position, requiring a schedule of 20 hours per week determined with the selected candidate between 8:30 am- 3:00pm Monday-Friday.