



Client Coordinator

Live & Learn AZ

Title: Client Coordinator	FLSA Status: Exempt-Salaried
Classification: Full-Time	Reports to: Program Manager
Location: hybrid, in-office & remote	Date of Last Revision: Rev Draft #1

Mission: To empower women to break the cycle of generational poverty.

Goal: To guide, encourage and coach Live and Learn clients through the Workforce Development, Career Advancement and Economic Empowerment Tracks.

Summary of Position: The Client Coordinator is expected to meet with each client on a monthly basis to assess client progress and motivate for success. Will also main and document communication and support efforts in Salesforce. Cultivate relations with community partners and resources.

Commitment: This is a paid position requiring 40 hours per week. Work duties outside of normal business hours will be required at times.

Key Responsibilities

Client Services Responsibilities 100% -

- Interview potential Live & Learn clients for qualification into the program and to ensure their goals align with those of Live and Learn.
- Serve as a mentor and coach for Live & Learn clients on their path to success by providing support for ideas, solutions, proposals and client goals.
- Develop, update, and monitor monthly goals in partnership with Live & Learn clients.
- Manage long term client relationships, including holding monthly meetings (in person and virtual), sharing resources, and consistent communication via phone and email.
- Perform and coordinate drop offs and pickups for client 'gifts' such as totes of hope, gift cards, bus passes, etc.
- Foster productive relationships with Live & Learn referral, training, and employment partners.
- Maintain client data in alignment with department procedures, including in Salesforce, PEX, etc. and within legal, grant, and licensing requirements.
- Report any issues to Lead Client Coordinator.
- Assist with event planning and execution including client celebrations and workshops.
- Research and explore potential resources in the community that may benefit clients.
- Participate in virtual and in-person (ongoing) trainings.
- Facilitate assigned workshops outside of normal hours.
- Work across departments to achieve the overall goals of Live & Learn.
- Communicate stories and successes about clients to team members and other organizations.
- Other duties as assigned.

Qualifications and Requirements

Key Competencies:

- **Resource Navigation:** Skilled in helping clients navigate complex systems, including healthcare, social services, and educational systems.
- **Solution-Oriented:** Able to identify problems, think critically, and develop practical solutions to address client needs and obstacles.
- **Non-Judgmental Approach:** Provide support without bias or judgment, acknowledging clients' unique experiences and perspectives.
- **Empathy:** Demonstrates understanding and empathy towards clients' emotional and psychological needs.
- **Self-Awareness:** Recognizes one's own emotional responses and maintains professional boundaries.
- **Passion:** Committed to our mission of empowering women!

Education and Experience:

- Bachelor's Degree or equivalent work experience
- Bilingual in Spanish, preferred
- Have some experience (formal or informal) working with diverse, low-income populations
- Have some working or personal knowledge about schools or programs and educational requirements
- Working knowledge of computers, internet, Microsoft products, computer skills and email

Benefits

1. Health insurance
2. Generous Paid Time Off benefits
3. Flexible Scheduling
4. Changing your community!

Physical/Mental Demands

These physical demands are representative of those necessary to successfully perform the essential functions of this job. Reasonable accommodations may be considered to enable those with disabilities to perform these functions. While performing the responsibilities of this position, the employee is required to:

- Verbally communicate with others in person and on the phone
- See at a close range
- Stand and walk or be mobile
- Sit for long periods of time
- Use hands and fingers, and to manipulate keys on a keyboard
- Perform occasional light physical duties, including handling of objects up to 10 pounds
- Handle multiple duties with often changing priorities

I understand that this job description is intended to convey the general nature and information essential to understanding the scope of the position and is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with this position. The requirements of this position may change, or I may be asked to perform other duties as required.

Employee Name (Print)

Date

Employee Signature