

Job Description

Position:	Client Service Coordinator
Reports to:	Program Manager
Primary Location:	Connections Work
Classification:	G2 – Program Coordination
Creation/Revision Date:	04/15/2026

Job Summary:

The Client Service Coordinator (CSC) is responsible for coordinating office and client logistics and serves as the first point of contact for clients and visitors demonstrating professionalism, emotional intelligence, and a calm, solution-focused approach in a fast-paced environment. This role requires a strong understanding of agency programs and operations to effectively guide individuals to appropriate services while managing a variety of reception duties, including greeting guests, handling calls, coordinating mail, and maintaining office supply inventories.

In addition to front desk responsibilities, this position supports daily office operations by maintaining organized and well-stocked workspaces, including kitchens and shared resources, tracking program attendance and documentation, and assisting with reporting, invoicing, and clerical tasks. The role also involves running routine errands, supporting team initiatives, and contributing to a collaborative workplace through active participation in meetings and ongoing administrative support for leadership and program staff.

Agency Culture and Values:

At Connections Work, we have core beliefs and behaviors that define our culture. We believe that all people have value, mistakes do not define us, how we show up each day is critical to our success, and psychological safety is a basic human need. We believe that not everyone has the same opportunities, and that positive change is possible through hope, opportunity, and second chances.

All employees, leaders, members of the Board of Directors and volunteers are all encouraged to embed these beliefs into their practices, policies, procedures, decisions, and interactions at Connections Work, and model our defined behaviors that stem from these beliefs.

Essential Functions:

To perform this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements are representative of the knowledge, skill, ability, and behaviors required. Reasonable accommodation may be made.

1. Demonstrate professionalism and emotional intelligence while navigating office workflow, maintaining an even-tempered, solution-focused approach in time-sensitive or high-demand moments.

2. Maintain knowledge of agency operations and program requirements to direct clients and visitors to appropriate programs and/or staff.
3. Carry out front desk and reception responsibilities, including but not limited to:
 - a. Greet guests upon arrival and facilitate the office sign-in sheet. Direct visitors to correct destinations and notify staff of client arrivals;
 - b. Answer, screen and forward incoming calls and regularly retrieve and distribute messages from the agency's voice mailbox;
 - c. Receive and distribute mail by notifying the Co-Executive Directors or other Leadership Team members of deliveries, ensuring outgoing mail is secure, and checking the agency mailbox for items not delivered directly to the office;
 - d. Maintain office and cleaning supply inventory and organization of supplies including updating the supply order spreadsheet and facilitating the distribution of orders when received;
 - e. Maintain inventory and organization of money orders, including monitoring expiration dates and ordering additional stock as needed;
 - f. Monitor bus pass inventory in the resource/supply closet and notify Leadership when replenishment is needed.
4. Maintain the organization and cleanliness of agency kitchens, including but not limited to:
 - a. Replenishing paper towel dispensers as needed;
 - b. Unloading dishes and utensils from drying racks and returning them to appropriate cabinets or drawers at the end of each day;
 - c. Cleaning out refrigerators on at least a monthly basis;
 - d. Monitoring, maintaining, and ordering common kitchen supplies such as coffee, sugar, paper plates, plastic utensils, and napkins.
5. Document Workforce Development (WFD) and Personal Finance class attendance in Apricot and various program spreadsheets and other documentation as directed.
6. Consult with and work collaboratively with designated training staff to learn, apply, and maintain established processes and best practices.
7. Support case managers by conducting client outreach calls and assisting with a variety of administrative and operational tasks.
8. Manage the full lifecycle of birth certificate applications, including processing, mailing, tracking, and maintaining accurate records in spreadsheets and Apricot.
9. Conduct follow-up outreach to clients who have not retrieved their birth certificates, ensuring timely access and support.
10. Coordinate communication with case managers by providing updates on application status, notifying them upon receipt, and sharing any process or policy changes.
11. Make copies, organize and maintain a supply of materials for staff use, including class PowerPoint presentations and resources such as birth certificate applications and ID renewal forms.
12. Replenish paper in all agency printers daily.
13. Perform routine errands, including traveling to various locations to pick up and deliver items, and purchasing money orders, bus passes, and other supplies as needed for office operations and client support.
14. Support the Celebration Committee as directed.
15. Provide clerical support to management as directed.
16. Assist in the preparation of routine program reporting, invoicing, and/or auditing.
17. Attend and actively participate in applicable team meetings.

Special Requirements:

1. Strong interpersonal skills with the ability to collaborate effectively across teams, including during moments of stress or urgency, is required.
2. Strong organizational skills with the ability to coordinate competing priorities, track details, and ensure timely follow-through is required.
3. Ability to consistently follow established protocols for directing visitors and clients, ensuring efficient, accurate, and professional routing in accordance with agency procedures.
4. Bilingual in English and Spanish with skill in oral communication, including Spanish communication is required.
5. A valid Driver’s License, access to a vehicle, and the ability to travel to and work at various locations is required.
6. Valid personal vehicle insurance is required.
7. Completion of ongoing training and/or certifications as required for position is required.
8. Ability to abide by the policies and procedures detailed in the Connections Work Personnel Policies and Procedures Manual, the relevant sections of the PADO and the PBPP Code of Ethics, Codes of Conduct and PREA Standards, and the relevant sections of the BCJS manual is required.

Additional Responsibilities:

1. Perform any related duties as directed by leadership.
2. Keep professional relations at a high standard with Connections Work, Berks County Jail System (BCJS), the PA DOC, the PBPP, RMCTC, Goggleworks, and other service providers, criminal and juvenile justice system officials, volunteers, mentors, partners and related professionals.

Note: The statements herein are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of Connections Work. Connections Work is an equal opportunity employer.

CLIENT SERVICE COORDINATOR – Signature / Date

PROGRAM MANAGER – Signature / Date

PRINTED NAME

PRINTED NAME