

Client Success & Engagement Volunteer

Purpose:

A Client Success & Engagement volunteer will join the Economic Opportunity & Workforce Development team in strengthening the delivery of services to prospective clients. Through timely interaction with community members and the maintenance of digital records, the volunteer will play a key role in ensuring better outcomes for all those seeking Agency services.

To apply: Please share your interest in the position and volunteer availability with Heather Bettini via email at hbettini@camarin.org.

Responsibilities and duties:

- Enter and review data received through various sources of communication (video conference, phone, email) and online platforms to capture and expand program effectiveness and agility.
- Support the team with data entry using appropriate quality control methods to ensure we accurately communicate outcomes and community impact. This data entry includes, but is not limited to:
 - Documenting receipt of cash grants
 - Documenting receipt of tax refunds
 - Documenting attendance at workshops and presentations
- Provide support with auditing data quality to reduce omissions and errors.
- Connect with clients who have had a lapse in service uptake to re-engage and welcome their continued participation.
- Adhere to Agency privacy and confidentiality standards, and code of ethics.
- Communicates with individuals in a respectful manner and responsive approach to differing beliefs and practices, sexual orientations, disability statuses, gender identities, ages, cultural preferences, linguistic needs, and other state and federal protected statuses.

Time commitment:

- Flexible weekly schedule commitment
- Ongoing: 6+ months

Required skills and qualifications:

Skills

- Bilingual required - English/Spanish

- Ability to engage with the public in an empathetic, culturally responsible manner
- Organized and detail-oriented
- Strong computer literacy and ability to learn new programs quickly
- Verbal and written communication skills
- Critical and analytical thinking
- Creative and innovative within a professional environment

Qualifications:

- 18+ years of age
- Customer Service experience desired
- Willingness to provide a pleasant and welcoming environment
- Adapts well to a dynamic, rapidly changing environment and works effectively within a team
- Working knowledge of Microsoft Office
- Proficient with computers and learns new programs and systems quickly
- Salesforce experience desired

Benefits to volunteer:

- Volunteer for Marin County's largest nonprofit social services provider
- Assist Community Action Marin with embodying a whole-family approach
- Professional development opportunities available
- Office equipment provided (if desired, may use personal devices)
- Make a tangible impact within the community
- Letters of reference (long-term volunteer commitments)
- Fun, inclusive, and engaging work-environment

Location:

- Virtual opportunity with some in-person hours starting mid-June 2021

****Community Action Marin is currently closed to the public due to the COVID-19 health crisis. Limited onsite services will begin on June 15th in accordance with local, state, and federal guidance. ****

Reasonable Accommodations:

This opportunity may involve physical demands (e.g. climb stairs, carrying, lifting, etc.) as the actions are essential function to the role. Reasonable accommodations may be made to enable individuals with qualifying disabilities to perform essential functions.