WICHITA FALLS FAITH MISSION, INC.
JOB DESCRIPTION

JOB TITLE: Client Relations Specialist – Full-time - 3rd shift

ORGANIZATIONAL RELATIONSHIPS: Reports directly to the Director of Shelter Operations (DOSO).

JOB SUMMARY:
The Client Relations Specialist will provide supervision and direction to clients during assigned shifts while maintaining client intake records and databases, assisting families and students as needed, and ensuring professional front desk coverage, including greeting visitors and managing incoming phone calls to support administrative operations at Wichita Falls Faith Mission or Faith Refuge.

JOB DUTIES:
- Cover front desk area.
- Be professional, polite and courteous at all times.
- Answer and screen all incoming phone calls. Direct call or take message as instructed.
- Provide information and referrals.
- Greet donors, receive donations and channel to appropriate person or area.
- Must have knowledge of programs provided by the Wichita Falls Faith Mission Inc. (WFFMI).
- Maintain records in a responsible manner.
- Maintain the Wellsky database tracking of all client activity.
- Maintain order at all times.
- Disseminate the general policies of WFFMI to the clients.
- Maintain documentation of any incidents.

SHIFT SPECIFIC DUTIES:
- Ensure building is secure for nighttime.
- Make routine checks on the building.
- Check all electrical appliances to ensure that they have not been left on.
- Sign in any clients that might arrive during the night.

QUALIFICATIONS:

- Must be a mature, born-again Christian, a member in good standing of a Christian Church that believes and teaches the Gospel of Jesus Christ and be willing to agree with the WFFMI Statement of Faith.
- High School Diploma or equivalent.
- Proficient in Microsoft Word, Excel, and Outlook.
- High attention to detail.
- Must enjoy working with and helping people.
- Excellent communication skills.
- Must have excellent skills in conflict management resolution, anger management, problem solving and judgment.
- Must be able to work as a team member with other Christians of various denominational backgrounds.
- Knowledge of community resources and networking.
- Ability to love and work with people of all ages, lifestyles, disabilities, and cultures.
- Spanish helpful but not required.

CONCLUSION:

This job description is intended to convey information essential to understanding the scope of the Shift Supervisor position and it is not intended to be an exhaustive list of experience, skills, efforts, duties, responsibilities or working conditions associated with the position.

I acknowledge receipt of this job description.

Signature_____ **Date** _____/_____/_