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**Position Title: Part-time Client Experience Coordinator-1**

**Reports To: Director of Transportation**

**PT Salary: \$28,080**

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### **Job Summary**

Meals on Wheels is seeking a self-driven individual that will actively contribute to achieving team goals and assigned tasks and maintain quality relationships with our clients and the community. This role is eligible for paid time off.

### **Client Experience Coordinator Responsibilities**

- Provide high quality client experience to all clients in all programs
- Serve as exemplary customer service support
- Communicate with local health care sites to support client needs
- Handle all incoming calls, transfers and triage next steps
- Correspond with diverse client base via phone, email, fax or regular mail.
- Respond to basic customer questions, providing assistance or refer to appropriate department.
- Performance client survey
- Organize client files, document contact with clients and share information
- Operate office equipment and computer systems
- Attend training when necessary.
- Report unusual situations or concerns .
- Support Director of Transportation with day-to-day needs, providing general office and administrative support.
- Update clients' records into Client Data Management System.
- Other duties as assigned.

### **JOB QUALIFICATIONS—Knowledge, Skills & Abilities**

Basic:

- Associates degree or higher and 1-2 years related experience in a service industry or equivalent combination of education and experience.
- 30 Hours per week.

Preferred:

- Personable with excellent verbal and written communication skills.
- Excellent listening, interpersonal and conflict management skills.
- Strong document organization and time management skills.
- Excellent attention to detail.
- Ability to work in a fast-paced environment in a team setting.
- Familiarity with Microsoft Office Suite.

## **Equal Employment Opportunity (EEO)**

Meals on Wheels of Central Indiana is an equal employment employer. We will recruit, hire, train and promote persons in all job's titles without regard to age, color, disability, gender, gender identity, national or ethnic origin, race, religion, sexual orientation or veteran status.