



Data and Client Services Assistant-Arizona Helping Hands

POSITION: Data and Client Services Assistant

REPORTS TO: Director of Service and Administration

CLASSIFICATION: Hourly

Position Summary:

We are seeking a passionate, outgoing, responsible, and experienced professional to support our team in meeting our data entry needs. The Data and Client Services Assistant will collect and enter data, ensuring timeliness and accuracy. Duties include monitoring records and reports; checking and reviewing data for completion and conformance with established regulations and procedures; compiling information for records and reports; gathering data used for statistical reports, and more.

Duties and Responsibilities: Data Entry 50%

- Coordinate with Director of Administration to ensure database intake requirements are met, input client entry and tracking information.
- Prepare and collect data for computer entry, ensure data entry and requests are timely and accurate.
- Conduct regular data audits to ensure accuracy across systems.
- Track all programs and client services, eligibility and run regular progress reports.
- Monitor data reports to assure consistency with other hard copy records and logs.
- Responsible for auditing closed files for accuracy and ensuring contractual compliance.
- Comply with requests for program data, coordinate completion of all reports, and participate in preparation for program/contract audits as needed.
- Attend agency and community meetings as directed by supervisor.
- Assist with other data projects as assigned.
- Maintain ongoing and open communication with supervisor as well as other leadership and support staff.

Duties and Responsibilities: Client Services Assistant 50%

- Welcome families upon arrival and assist with completion of required documentation.
- Provide compassion and empathy - be a good listener, provide a shoulder to cry on if necessary. Make the client's experience THE BEST PART of their day.
- Provide information on additional community resources available to families.
- Professionally answer telephones and assist clients with scheduling procedures.
- Print requests and assist with all phases of the Birthday Dreams program.
- Service clients with Birthday Dreams and Licensing Safety Items.
- Track client documents and requests in software database keeping security and privacy in mind.
- Assist the Senior Service Manager when needed with providing client materials available in the warehouse, assembling requested materials, and pick up of items.
- Maintain play areas and lobby in clean and orderly condition.
- Stock snack cabinet located in lobby.

Requirements:

- Must be able to pass a fingerprint clearance, background check, including criminal history, personal references, employment, and education verifications.
- Must maintain strict confidentiality in all written and verbal communication.
- Must be fully proficient in MS Office computer applications (MS Word, Excel, etc.) and other general office software.
- 2-4 years of general office administration, data processing, business administration or related field experience.
- Must have at least one year experience directly working in a CRM, preferable SAP.

Skills & Abilities:

- Ability to perform under circumstances of possible emotional stress and conflict.
- Ability to maintain regular, punctual attendance consistent with ADA, FMLA, and other federal, state, and local standards.
- Requires ability to interact with children in a busy environment including, but not limited to lifting up to 50 lbs.
- Comfortable working on a computer for multiple hours a day

This job is ideal for someone who is:

- Dependable -- more reliable than spontaneous
- People-oriented -- enjoys interacting with people and working on group projects.
- Adaptable/flexible -- enjoys doing work that requires frequent shifts in direction.
- Detail-oriented -- would rather focus on the details of work rather than the bigger picture.
- Achievement-oriented -- enjoys taking on challenges, even if they might fail.
- Autonomous/Independent -- enjoys working with little direction.
- Innovative -- prefers working in unconventional ways or on tasks that require creativity.
- High stress tolerance -- thrives in a high-pressure environment.

Compensation & Benefits:

Position offered at \$16.00-\$17.50 per hour, full time. Employer paid health insurance (\$50 employee contribution per month) and voluntary participation in 403(b)retirement program (employer match offered). Ten (10) vacation days are offered per year. Employer paid gym membership. National holidays are observed as days off. Must be willing to work flexible hours and days, a minimum of 40 hours a week, and evening and weekend hours as needed. Flexibility is necessary in this position.

How to Apply:

Applications accepted until the position is filled. Please send cover letter and resume to: rbender@azhelpinghands.org. No phone calls please, only applicants selected for interviews will be contacted.

Our Agency is an equal opportunity employer and values a diverse workforce and an inclusive culture.