

TurnAround Inc.

Job Posting

Job Title: Client Support Coordinator (CSC)

Department: Administrative

Location: Columbia, MD

Salary: \$48,000 - \$52,000 annually (based on education and experience)

Classification: Full-time

Summary

Client Support Coordinator (CSC) is a full-time position that will serve as a gateway to TurnAround's services, providing primary support for the front office and the agency's main phone line and crisis line during business hours. They will provide information and support to callers and visitors to the office, work closely with program staff to route callers properly, connect with other service providers, and maintain updated information about other resources to enable clients to remove barriers to self-sufficiency.

Essential Duties and Responsibilities

The **CSC** will work with staff and volunteers to ensure TurnAround's food/clothing pantry is adequately stocked, coordinate donation drop-offs, and track call data metrics. The CSC will also support the Communications and Development Teams to maintain the organization's donor database and mailing lists, update departmental correspondence templates, assist with incoming gift processing, support event logistics, and monitor the donations email inbox. The CSC will provide general office assistance as needed.

Minimum Qualifications

- Associate's degree; or equivalent combination of education and relevant experience.
- Strong interpersonal, organizational skills, verbal, and written skills.
- One to two years of work experience in an advocacy and/or customer service environment preferred.

Work Environment: This position is in a standard office environment to accommodate walk-ins. Office hours runs from 9 am – 5 pm.

Benefits

- **Holiday Pay:** Enjoy paid holidays as part of our comprehensive benefits package.
- **Vacation Time:** Generous vacation time to support work-life balance.

- Paid Sick Leave: Sick leave for personal illness or to care for an immediate family member.
- Paid Time Off (PTO): Additional PTO to ensure you have the flexibility you need.
- Medical, Dental, and Vision Insurance: Company-paid plans to ensure your health and well-being.
- Retirement Plan: Company matches retirement plans to help you save for the future.
- Long-Term and Short-Term Disability: Coverage to support you in case of extended illness or injury.
- Employee Assistance Program (EAP): Access to confidential counseling and support services.

Note: Benefits for part-time employees may differ from those offered to full-time employees.

TurnAround Inc. is an equal opportunity employer, embracing diversity, inclusivity, and a mission-driven culture.