



Position Title: Client Relations Specialist
Department: Programs
FLSA Status: Full-time or Part-time
Location: Lincoln, Nebraska
Reports to: Family Support Services Program Director
Date Created: September 2026

God has called **us** to **build up** the **Body of Christ** in southern Nebraska through the spiritual and corporal works of mercy. We are **called** to **grow** in holiness, **walk** in trust, **serve** with integrity, and **faithfully** proclaim the Gospel.

Position Summary: The Client Relations Specialist represents a unique role that maintains the foundation of care and manner of services received by all who walk through our door. This position serves a vital role in the delivery of programs and services at our downtown Lincoln location.

Essential Functions:

- Greet clients, volunteers, donors, and vendors when they arrive.
- Encounter clients by listening to their needs and providing them with CSS services, such as diapers, bus tickets, food, seasonal clothing and accessories, gift cards, etc.
- Answer calls and emails in a kind, appropriate manner.
- Accept in-kind gifts and distribute to appropriate CSS team members.
- Document and perform data entry and reporting via Clarity, a state-wide database system that records all client services, as needed.
- Assist and resolve questions and concerns in a confidential manner.
- Serve as the point of contact between clients and CSS staff.
- Monitor safety and emergency procedures and evacuation plans.
- Maintain a safe, clean, and welcoming environment for our clients.
- Organize, file, and/or distribute paperwork to appropriate places.
- Network with agencies to understand the resources in the community to better serve our clients.
- Participate in trainings to elevate the knowledge and resources provided to clients.
- Support the FSS direct assistance staff in processing client applications for financial assistance.
- Represent, communicate, and integrate authentic Catholic social teaching in the presentation of CSS' mission.
- All other duties as assigned.

Preferred Competencies:

- Excellent communication; written and verbal
- Strong ability to exercise compassion, yet firm in policy and maintaining boundaries.
- Willingness to work as a team, yet confidently make and enforce independent decisions effectively when needed.
- Ability to be flexible and respond to the various needs of clients, volunteers, and staff.
- Strong problem solving skills and the ability to be a self-starter

Subject to the Constitution of the United States and all applicable state and federal laws, CSS does not discriminate in its employment practices or in the administration and dissemination of its programs and services.

- Strong communication, patience, emotional resilience, and conflict-resolution skills are essential.
- Knowledge of local resources
- Ethical in all aspects

Qualifications:

High school diploma or general education degree (GED); and three to five years related experience and/or training; or equivalent combination of education and experience. Must be knowledgeable about the Catholic Church and support its moral and religious teachings. Fluency in Spanish is preferred.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to handle or feel, reach with hands or arms, climb or balance, talk or hear. The employee must regularly lift and/or move up to 25 pounds.

Working Environment:

While performing the duties of this job, the employee is primarily indoor working conditions. The noise level in the work environment is usually moderate.