



Position Title: Client and Volunteer Relations Specialist

Department: Programs

FLSA Status: Full Time

Location: Hastings, Nebraska

Reports to: Hastings Regional Director

Date Created: April 2026

Position Summary: The Client and Volunteer Relations Specialist serves as the welcoming face of CSS, managing essential front-office administration and answering calls, while also recruiting volunteers to support our mission and serve our clients.

Essential Responsibilities

- Greet clients, volunteers, donors, and vendors.
- Answer phones and emails in a kind, appropriate manner.
- Maintain the safety, security, and cleanliness of the front office and lobby according to CSS policies.
- Accept and record in-kind gifts and distribute to appropriate CSS team members.
- Organize, file, and/or distribute paperwork to appropriate places.
- Serve as the point of contact and support between clients and CSS staff.
- Assist in providing walk-in services, including diapers, personal care items, St. Joseph Gift & Thrift (SJGT) gift cards, and items for at-risk clients.
- Assist and resolve questions and concerns in a confidential manner.
- Utilize Clarity, a community-wide database, to track client services.
- Network with agencies to understand the resources in the community to better serve our clients.
- Collaborate with Marketing & Development to create and maintain a volunteer recruitment and retention strategy.
- Work with CSS staff to identify volunteer needs and recruit volunteers to meet those needs.
- Manage the volunteer database, processes, and any digital assets, including volunteer applications, CMG background checks, Safe Environment Training, applicable insurance documentation, annual renewals, volunteer timekeeping, event photos, and volunteer training materials.
- Complete monthly reports, ensuring that volunteer hours are collected and submitted.
- Represent, communicate, and integrate authentic Catholic social teaching in the presentation of CSS' mission.
- All other duties as assigned.

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.

Preferred Competencies:

- Communication; written and verbal
- Fluency in English and Spanish is highly preferred to best serve our diverse client base.
- Cooperation
- Teamwork
- Problem Solving
- Ethical
- Organizational Support
- Safety and Security

Qualifications:

High school diploma or general education degree (GED); or one to three 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. Bilingual English/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 50 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.