



Position Title: Client Relations Specialist

Department: Programs

FLSA Status: Full Time

Location: Hastings, Nebraska

Reports to: Family Support Services Program Manager

Date Created: November 2025

Position Summary: The Client Relations Specialist represents a unique role that establishes the foundation of care and manner of services received by all who walk through our door. They will greet and welcome clients, volunteers, donors, and vendors when they arrive or call. They are responsible for assuring that the administrative details of the office are handled effectively and efficiently.

Essential Functions:

- Greet clients, volunteers, donors, and vendors.
- Answer phones and emails in a kind, appropriate manner.
- Accept and record in-kind gifts and distribute to appropriate CSS team members.
- Utilize Clarity, a community-wide database to track client services.
- Assist in providing walk-in services, including diapers, personal care items, St. Joseph Gift & Thrift (SJGT) gift cards, and items for the homeless at those at-risk.
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- Serve as the point of contact and support between clients and CSS staff.
- Assist and resolve questions and concerns in a confidential manner.
- Maintain the safety, security, and cleanliness of the front office and lobby according to CSS policies.
- 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.
- Organize, file, and/or distribute paperwork to appropriate places.
- Attend and represent CSS at various community meetings surrounding the issues of health, housing, legal assistance, financial sustainability, etc.
- Represent, communicate, and integrate authentic Catholic social teaching in the presentation of CSS' mission.
- All other duties as assigned.

Preferred Competencies:

- Communication; written and verbal

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.

- 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.

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