

## POSITION POSTING DESCRIPTION

**Position Title:** Client Services Coordinator  
**Organization:** Southeastern Michigan Health Association  
**Assignment Location:** CLEARCorps Detroit  
**Division:** 0464 – (CLEARCorps - DTE Refrigerators)  
**Annual Salary:** \$47,800.00 | **Hourly Rate:** \$23.00/hour  
**Classification:** Non-Exempt, Full-Time  
**Reports To:** Executive Director, CLEARCorps

---

**POSITION SUMMARY:** The **Client Services Coordinator** at SEMHA will work at CLEARCorps to assist low-income families applying for the DTE Energy Efficiency Assistance (EEA) program (in person, via phone, and email). The role involves guiding clients through the application process, coordinating services, and managing communication with applicants, vendors, and team members to ensure timely and effective service delivery. This position is ideal for someone passionate about supporting Detroit families, with experience in customer service, case management, coordination of services, or home repair services. Additional training opportunities in energy efficiency, lead poisoning prevention, and healthy homes are available.

---

### KEY RESPONSIBILITIES:

- Support the program as a liaison between AmeriCorps Intake and Outreach Specialists and the Senior Housing Services Manager by reviewing all in-coming applications for eligibility
  - Monitor all in-coming applications to ensure they are processed in a timely and efficient manner and are distributed to appropriate team members to execute service delivery
  - Receive and process applications from low-income families seeking energy efficiency services and assist them in completing applications
  - Expedite assistance for emergency clients, including families without hot water or heat, senior citizens with health issues, and those at risk of losing child custody
  - Monitor the EEA Application spreadsheet for allocation status, status changes, and completion of service orders
  - Process service orders and manage vendor relationships as needed.
  - Provide weekly reports on application status and service allocation to the Senior Housing Services Manager
  - Attend community events to promote CLEARCorps services and lead poisoning prevention.
  - Perform other duties as assigned.
- 

### KEY SKILLS AND QUALIFICATIONS:

- **Commitment to Diversity:** Must have an interest in working with a diverse population, demonstrating patience, kindness, flexibility, and respect.
- **Knowledge in Housing & Environmental Health:** Experience or willingness to learn about lead poisoning prevention, energy efficiency, healthy housing, and home repair resources.

- **Client-Focused:** Ability to utilize person-centered thinking and active listening to assess the needs, strengths, and barriers of families seeking assistance.
  - **Attention to Detail:** Strong attention to detail, essential for assisting clients with applications and ensuring accurate data entry.
  - **Critical Thinking:** Problem-solving skills with the ability to propose solutions for clients and program efficiency.
  - **Communication:** Excellent oral and written communication skills.
  - **Multi-tasking:** Ability to manage multiple projects in a fast-paced environment while meeting deadlines.
  - **Customer Service:** Excellent customer services skills and commitment to maintaining applicant confidentiality.
  - **Proficiency in Microsoft Excel:** Strong Excel skills for tracking application data and reporting.
  - **Language Skills:** Proficiency in languages other than English is a plus.
  - **Flexibility:** Willingness to travel locally in the Detroit area on a limited basis.
  - **Valid Driver's License & Insurance Required**
- 

## **EDUCATION & EXPERIENCE:**

- Minimum of three years in customer service, case management, client intake, coordination of services, home repair, or program coordination in a nonprofit, government, or similar setting.
  - A degree or equivalent combination of education, training, and experience in administration, public health, business, construction management, energy efficiency, healthy housing, social work, or related fields.
- 

## **APPLICATION DEADLINE AND REQUIREMENTS**

**To be considered you must submit a cover letter and your resume at:**

<https://recruiting.paylocity.com/recruiting/jobs/Details/2782766/Southeastern-Michigan-Health-Association/Coordinator-Client-Services>

Applications will be accepted until October 21, 2024, or until position is filled

**SEMHA is an equal opportunity employer** and encourages applications from individuals of all backgrounds.