

Job Title	Client Services Specialist
Employer/ Agency	The Council on Recovery
Job Description	The Council on Recovery is seeking a Client Service Specialist to manage the “front door” to all Council services. This team needs to provide the highest quality service possible to clients, visitors and staff at The Council. This includes: Providing empathetic guidance, problem-solving, support, and assistance to all Council clients; facilitating participation in conferences, workshops and classes, and serving as a knowledgeable source of accurate information about Council events and services; providing quality internal customer service, by marketing all Council services to visitors and the public to ensure appropriate access to these services; serving as a resource to clients, visitors and staff, helping them to meet their needs and treating them with dignity and respect at all times.
Qualifications	<p>Requirements</p> <p>High School Diploma or equivalent required</p> <p>Experience</p> <ul style="list-style-type: none"> • Is able to work with external/internal groups/teams; ability to manage multiple, simultaneous tasks and timelines • Is adept at interacting with diverse personalities, maintaining a calm and professional demeanor at all times • Ability to make quick decisions, establish priorities and concentrate on detailed information sometimes under stressful conditions • Is able to identify a crisis situation and facilitate an appropriate response • Demonstrate strong and proven problem-solving skills • Demonstrate computer application skills • Maneuver client database quickly and efficiently • Demonstrates excellent written and verbal communication skills • Demonstrates physical agility and ability to move at a fast pace • Is able to lift 25 pounds • Understanding of substance abuse issues is preferred • Preferably 2+ years professional experience in client services • Bilingual (Spanish speaking) preferred
Salary/Hours	TBD
Employer/Agency	The Council on Recovery
Application Method	https://recruiting.paylocity.com/Recruiting/Jobs/Apply/150044

Opening Date	Immediate
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To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.

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