



Referral & Client Services Coordinator

Verbal and written fluency in English, Spanish required

Job Location: Sterling, VA
Full-Time (Exempt) \$36-45K
Competitive Benefit Package also provided.

Organization Overview

Women Giving Back (WGB) is a non-profit organization that provides local women and children living in poverty and/or emerging out of homelessness, with quality clothing, and other necessities that they need. WGB operates a dedicated boutique, diaper pantry and warehouse facility in Sterling, Virginia where women can shop in a dignified environment, free of charge, through referrals from human service providers and community partners and assisted by caring volunteers.

Position Overview

Reporting to the Program Director, the Referral & Client Services Coordinator will be responsible for the day-to-day coordination of WGB's Boutique and Diaper Pantry working collaboratively with program staff and volunteers while focusing on overall satisfaction and service enhancement. The Referral & Client Services Coordinator provides direct client service at all shopping and diaper pantry pickup shifts and supports other program initiatives and special events including open houses, workshops, and seasonal client events and assists with outreach efforts to spread awareness of programs and expand the network of referral partners.

Essential Functions

- Serve as the point of contact for client service-related inquiries and eligibility questions.
- Onboard new referral partners and effectively communicate WGB's program, client services, the referral/request process, and other resources available to them.
- Ensure that all client electronic referrals, requests and/or applications are complete, and the required documentation and data is provided.
- Provide appropriate and timely communications with clients and referral partners regarding scheduling, appointments, duplicate referrals, and client compliance issues.
- Conduct outreach as directed to engage potential new referral partners or re-engage dormant referral partners to grow our network of partnerships and achieve programmatic goals.
- Promote WGB's client services by delivering presentations, attending, and participating in partner meetings and events.
- Prepare the boutique and diaper storage areas ensuring they are organized and stocked appropriately before each shopping or diaper pick up shifts by timely communicating needs with the Volunteer Engagement Specialist and Warehouse & Volunteer Associate to communicate needs beforehand.
- Assist in orienting and providing guidance and support to boutique, bag-to-go and diaper pantry volunteers.
- Schedule and coordinate emergency shopping appointments and Bag-to-Go requests/pickups with appropriate referral partners, staff, and volunteers.
- Schedule and coordinate client group shopping appointments and group transportation as directed.
- Assist in the planning, coordination, and implementation of trainings and open house events for referral partners.



- Provide excellent customer service to all WGB stakeholders, including clients, referral partners, volunteers, and community members.
- Collect, track, and maintain accurate referral partner contacts, program data, notes, and documentation and prepare timely monthly, quarterly, and annual client outcome reports.
- Assist in seeking out referral partners and client feedback through satisfaction surveys and follow ups.
- Assist in reporting of program activities and outcomes for newsletters and annual reports by gathering and submitting testimonials and photos while maintaining client confidentiality and not disclosing potentially identifying information.
- Complete other duties as assigned by the Program Director to deliver overall services and meet goals.

Qualifications

- A degree in related field preferred; or equivalent combination of education and experience.
- Must have professional working experience in the nonprofit field providing direct client services with compassion to diverse and vulnerable populations.
- Maintains confidentiality, discretion and professionalism.
- Verbal and written fluency in English, Spanish required.
- Commitment to diversity and accessibility, including sensitivity to the needs of volunteers and clients from diverse cultural and economic background and those with differing abilities.
- Strong sense of humor; our work is hard yet rewarding. Laughing together is essential.
- Availability and flexibility to work weekday evenings and weekends for accessible client shopping shifts and events.
- Intermediate to advanced proficiency in Microsoft Office and the ability to master use of databases, CRM, and other web-based tools.

PHYSICAL DEMANDS OF THIS POSITION: Must be able to constantly sit, walk, bend, twist, climb, reach above shoulders, kneel, and squat. Must be able to lift and carry a minimum of 50 pounds on a frequent basis. Must be able to see, talk and hear to exchange accurate information with internal and external individual. Must be able to work in a warehouse/retail environment.

TO APPLY: Send a thoughtful cover letter and resume to info@womengivingback.org with “Referral & Client Services Coordinator” in the subject line. No phone calls, walk-ins, or social media inquiries. If your application is selected, you will be contacted for an interview.

Women Giving Back is an Equal Opportunity Employer and is committed to fostering diversity within its staff that is representative of the communities we serve. Applications from individuals having diverse backgrounds and life experiences are strongly encouraged to apply. We seek candidates who will contribute to diverse, equitable, and inclusive environments for our clients, volunteers, and staff. We are open to the possibility that a great candidate for this job may not precisely meet all the above criteria; if you believe you are the right person for the job and can persuasively make that case, we encourage you to apply.