



CATAWBA COUNTY HISPANIC MINISTRY
CENTRO LATINO

Position: Client Services Advocate

Position Type: Part-Time

Reports to: Administrative Manager

Starting Compensation: \$15/hour, 25 hours, 52 weeks

Job Summary:

As a client services advocate, your primary job duties are to address the needs of clients and make sure Centro Latino serves their best interest through education, support, and advocacy.

Key Responsibilities:

- Enthusiastically support and share Centro Latino's vision, mission, and principles to families, volunteers, and donors.
- Serve as first point of contact for clients, visitors, and community partners
- Answer phone calls, interview, and assess client situations to determine proper referral or needs.
- Provide information and refer clients to public or private agencies.
- Basic translation services of non-legal documents.
- Compile and maintain clear and up to date contact information of all clients, agencies, and assistance centers. This includes but is not limited to: Point of contacts, phone numbers, location, hours of operation, email addresses, etc.
- Follow up with clients needs and referrals as needed while maintaining records of results and conversations.
- Maintain a digital log of files and proper documentation of donors, donations, and payments received for services.
- Creating and translating event flyers, informational flyers, and keeping information up to date.
- Assist with event registration, volunteer coordination, and outreach materials
- Track and report Centro Latino activities to the Executive Director.
- Work closely with other departments to meet community needs and reach Centro Latino's goals and mission objectives.

Other Responsibilities:

- Participates in staff meetings, staff training, and development activities.
- Performs other duties as required.

Job Skills & Qualifications:

- Excellent customer service skills
- 1-2 years of customer service experience
- Bilingual: Fluency in English + Spanish
- Basic computer skills and knowledge
- Translation experience

To Apply:

Email the following to execdirector@centrolatinohickory.com with the subject "Client Services Advocate Application":

- Cover Letter
- Resume
- Three References