



## Volunteer Client Services

Client Service representatives act as a compassionate and knowledgeable point of contact for our clients. You'll assist with new registrations, meal order adjustments, and general inquiries, ensuring our clients receive excellent support and clear communication.

### What do I do?

We've designed **Mobile Meals** to be easy to use, but clients can still get confused and may call for help. You're the friendly voice on the other end of the phone who answers their questions and helps get their meals delivered.

You'll assist with new registrations and gather client information, help with order changes, meal adjustments and service suspensions. At times you may need to talk directly with our volunteer drivers if order changes affect deliveries. You'll document all client interactions in our client system and escalate complex issues to the Client Services Manager as needed. Client confidentiality and discretion must be maintained.

### When and Where

You'll be working at **Mobile Meals** headquarters under the direction of the Client Services Manager. Flexible shifts are available Monday through Friday and each shift typically lasts 2-4 hours.

### Qualifications

- Excellent verbal communication/interpersonal skills, empathetic/patient.
- Proficient in basic computer skills (data entry, using simple software).
- Organized and detail oriented.
- Ability to handle sensitive information with discretion.
- Successfully complete a background check.



*Scan to Apply!*