



Community Support Specialist

REPORTS TO: Associate Program Director

FLSA STATUS: Full Time, Exempt

POSITION IMPORTANCE TO MISSION

This position provides Cancer Support Community Arizona the capacity to ensure that all are welcome with hospitality and equality. The Community Support Specialist aims to engage the community to improve the quality of life amongst underserved populations.

POSITION DESCRIPTION

The Community Support Specialist builds and maintains relationships with participants to ensure that they are connected to the programs and services requested. He/she should demonstrate warmth and compassion with participants. This position will also build relationships with community partners to develop referral stream. He/she is responsible for participant engagement practices.

This position is responsible for creating and maintaining a sense of community and hospitality at Cancer Support Community Arizona (CSCAZ) through the management of the Resource & Referral Pillar of programming and reception/front desk services. In addition, the Community Support Specialist will oversee data entry and manage other administrative needs for the program team through the management of a volunteer team.

The Community Support Specialist works closely with Associate Program Directors and the Sr. Director of Program and Growth to carry out program delivery as needed.

JOB RESPONSIBILITIES

Engagement

- Engages potential participants through an introduction to the organization and program services
- Supervises, trains, and manages a team of volunteers that perform administrative duties
- Coordinates efforts to engage new and current participants
- Identifies, assesses, and develops systematic approaches for addressing individual needs of a participant



Resource & Referral

- Identifies and maintains community relationships to improve access for participants
- Engages broader community in our programs and resources
- Maintains methods of presenting resources internally and externally

Administrative Support & Data Entry

- Maintains program administration procedures for the team including but not limited to hospitality, reception coverage, and various other duties as assigned
- Receives and tracks confirmations to program participant events, tracking and reporting RSVP's in database
- Provides and oversees administrative support to programs, including but not limited to, reminder calls and/or emails, and follow-up phone calls
- Prepares for daily programming
- Coordinates phone coverage, answering multi-line phone system and directing calls accordingly
- Enters participant data into tracking database, including attendance, evaluation, and follow up data in an accurate and timely manner
- Coordinates participant statistical data, program listings, and database needs

General Duties

- Works effectively with co-workers, serving as an example of professionalism
- Upholds CSCAZ philosophy, values and guidelines accordingly
- Promotes and upholds CSCAZ's mission, serving as an ambassador to the organization.
- Provides prompt, courteous, and professional internal and external customer service skills, including responding to internal and external communications promptly and attentively
- Performs other duties as deemed necessary by organizational leadership

Minimum Qualifications

- Two years of customer service experience
- Advanced computer/database skills
- Proven relationship-building and follow up skills

Preferred Qualifications

- Bachelor's degree in Social Work, Psychology, or a related field

This position is designed to work four 10 hour shifts, but requires flexibility to assist with programming outside of regularly scheduled hours.

For inquiries, please send an email including your resume and cover letter to jobs@cscaz.org