



JOB POSTING

Job Title: Outreach Services Specialist, Part-time

Position Description:

We are looking for a reliable and dedicated individual to join our Operations Team. This position will help to facilitate communication with all Agency clients, staff, and volunteers providing a focal point for information and scheduling. The ideal candidate will have some experience in Customer Service, working with a multiline phone system and strong attention to detail.

Potential Job Duties:

- Provide initial greeting to callers and visitors in the Denton Outreach Office.
- Provide support services to all Agency programs and staff by directing all contacts to the appropriate personnel and assisting as appropriate
- Answer, assist, and/or direct incoming business and crisis line calls
- Provide crisis intervention and referrals as needed.
- Screen, assess, and schedule phone intakes
- Provide signed receipts and clear records of any donations received or expenses incurred

Qualifications:

- High school diploma or GED (some college preferred).
- Proficiency in Word, Excel, and other window based programs.
- Bilingual in Spanish highly preferred

To apply submit resume in person or through email to:

**Denton County Friends of the Family, Inc.
4845 I-35E
Corinth, TX 76210**

Email: hr@dcfof.org

Denton County Friends of the Family, Inc. is an equal opportunity employer.

This position is Grant funded and will continue only if sufficient grant or external funds are provided.