



JOB POSTING

Job Title: Victim Services Specialist

Position Description:

We are looking for a reliable and dedicated individual to join our Victim Outreach Services team. This position will help provide support services to agency victim services programs. The ideal candidate will have experience in customer service or direct client services, demonstrated ability to listen to others and display empathy, and strong attention to detail.

Potential Job Duties:

- Provide support services to victim services programs, specifically the Executive Program Director.
- Answer, assist, and/or direct incoming calls and emails.
- Assist with records requests and fulfilling other administrative requests on behalf of clients.
- Assist with implementing program policies and procedures and maintaining/updating program training materials for staff and volunteers/interns.
- Perform data entry tasks, run reports, assist with data gathering for grants and projects.
- Maintaining team calendars, meeting agendas and minutes.
- Preserve and enhance the Agency's image in the community through all interactions.
- At every opportunity, inform community members of services available to victims of relationship violence and sexual assault through Friends of the Family.
- Participate in DCFOF staff and education meetings as requested.

Qualifications:

- High School diploma, Bachelor's degree preferred
- Demonstrated ability to listen to others and display empathy
- Proficiency in Word, Excel, Access, and other Windows based programs
- Two years' experience in a supportive or administrative role with a customer service or direct client services background.
- Bilingual in Spanish 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.