



Job Description

Job Title: Client Relations Supervisor
Department: Child Care Family Services
Reports To: Associate Director of Family Support
FLSA Status: This is a Fulltime (40 hours/week) Exempt Position
Salary Range: \$60,000 - \$70,000

ABOUT CHILDREN'S COUNCIL

For 50 years, Children's Council has been the heart of childcare and early education in San Francisco, advancing the belief that high-quality childcare can transform lives and communities. Our more than 140 team members help families navigate their childcare and preschool options and secure financial assistance to pay for it. We provide home-based childcare businesses with the training and resources to succeed. Through a wide range of free programs and workshops, we support parents and caregivers as they build child development skills. As the city's second-largest nonprofit contractor, with an annual budget of over \$240 million, we are a major stakeholder in the childcare system. We educate the public and advocate for increased investment in early education at the local and state level. If you are a childcare champion, we want you on our team.

ABOUT THE CHILD CARE FAMILY SERVICES TEAM

The Client Relations Team provides superior customer service to families and child care educators we support in the community and agency staff. The team represents the agency to the community, both on the phone and in person, and will utilize strong customer service and communication skills, multitasking abilities, good judgment, and patience to assess and meet the needs of families and child care educators. This position is housed in the Family Services Department but provides client relations support to all departments within the agency.

POSITION SUMMARY

The Client Relations Supervisor supervises a team of Client Relations Representative who provide great customer service to all Children's Council of San Francisco customers and agency staff. In collaboration with the Associate Director, you will ensure client relations representatives follow protocols to support visitors and provide a satisfactory experience.

Key Qualities

- You can successfully lead a team towards providing excellent customer service experience
- You can use data to make informed decisions on program improvements.
- You are grounded in customer service practice and collaboration.

Key Responsibilities

Program Administration

- Supervise a team responsible for engaging courteously and professionally with all visitors and callers.
- Provide daily coaching, support, and monitoring of team's service outputs. This includes weekly team meetings, one-on-one meetings, and ongoing training to improve systems such as phone, internal communication channels and data tracking.
- With the support of the Associate Director create yearly goals and conduct annual performance reviews for client relations staff.
- Establish ongoing collaboration and communication with internal departments to ensure the most up to date information is available for the client relations team.

- Understands Agency's programs/services, answers questions that will direct inquiries to the appropriate person, as needed.
- Engage courteously and professionally with all visitors and callers.
- Screens calls, forwards calls and /or records and forwards messages accurately.
- Maintains confidentiality of staff and clients.
- With support from the Associate Director of Family Support, ensure service delivery aligns with organizational and department goals.
- Provide coverage at the front desk when needed
- Ability to resolve customer complaints and issues while maintaining a professional calm demeanor
- Provide coaching and support to front desk day-to-day with situations that may require the use of de-escalation techniques
- Coordinate and oversee the delivery and distribution of diapers

Program Evaluation and Continuous Improvement

- Prepare detailed data reports that summarize walk-in, phone calls, and other key data regarding who visits the building that aim to support the improvement of systems.
- Provide insight on creating service efficiencies that support efforts to continuously improve customer service and channels of communication.
- Identify gaps in service delivery and work with the Associate Director to propose, implement and fast-track solutions.
- Creatively explore ways to build ongoing feedback for staff, guests, and callers to continue improving communication and data tracking amongst the agency to ensure visitors are supported promptly and effectively.
- Will perform other duties as assigned.

Required Qualifications:

- Two years of performance and leadership experience (preferably in customer service).
- Experience with administering staff goals and annual performance reviews.
- De-escalation skills to support staff in a high stress situation
- Hands on experience supervising or supporting a small team.
- Strong interpersonal, presentation, and communication skills, with the ability to work effectively with peers, staff, and community partners.
- Ability to work well in an administrative capacity with emphasis on number accuracy, hard deadlines, and internal systems administration.
- Ability to work well in a service-oriented environment that serves families and child care providers from diverse ethnic and cultural backgrounds.
- Competence with Microsoft Office and the ability to learn and master program administration software.

Physical requirements:

- Mental acuity to perform the essential functions of this position in an accurate and timely fashion.
- Dexterity to use office equipment; the ability to sit and work at a desk for extended periods of time.
- Ability to speak, hear, and understand speech at normal room levels.

BACKGROUND CHECK:

All offers of employment are contingent upon successfully completing this process.

COVID Policies:

All staff are required to be fully vaccinated (barring application for medical or religious exemptions). Wearing masks in the office is optional for our staff.

Work Schedule:

This is a Monday-Friday 8:30am-5pm in the office work schedule. The Client Relations Team needs to be available in person to assist and support walk in clients during our daily business hours.

Compensation and Employee Benefits:

Salary: \$60,000 - \$70,000

Medical, dental, vision, Long-term disability, Life & Pet Insurance / 6.5% Employer 401K Matching program / Tuition Reimbursement / FSA, HSA & Transit Commuter Benefits / Generous PTO accrual - 5 weeks annually / 15 paid holidays / Lunch-n-Learn Training Program.

Children's Council of SF is committed to building a staff that is rich with cultural, social and experiential diversity. Candidates who want to join us on this journey and who can uniquely contribute to that goal are encouraged to apply.

If interested, Apply Here: <https://childrenscouncilsf.bamboohr.com/careers/248>

Equal Opportunity & Equity Statement:

Children's Council is an equal opportunity employer that values diversity as central to our work serving the San Francisco community. We comply with all applicable state and local laws governing nondiscrimination in employment. Our practices are in alignment with our commitment to workplace equity, diversity, and inclusion. We foster a work environment where our current and future staff feel welcomed without regard to race, color, religion, gender identity, national origin, sex, age, disability, or sexual orientation.