

Job Title: Client Services Associate
Reports to: Program Director
Classification: Part-Time (nonexempt)
Location: Northbrook, IL (Hybrid)

About the Cancer Wellness Center

Offering services free of charge to anyone impacted by cancer has been the hallmark of The Cancer Wellness Center since day one. The Center offers decades of experience providing the Chicagoland community with the tools and support it needs to address both the physical and emotional distress components associated with a cancer diagnosis. This effort is realized through evidence-based programs and services designed to educate participants, develop their coping strategies, and strengthen their support network. Participants include cancer patients and survivors, family members of a loved one with cancer, and individuals who have experienced the death of a loved one to cancer. Support services are available in English and Spanish free of charge to all participants.

The Opportunity

The Client Services Associate is responsible for handling front office reception and administration duties, including greeting participants, answering phones, handling organization inquiries, and assisting in administration of daily programming. Position hours are Monday – Thursday: 9:00 am – 2:00 pm (in-person); Friday: 9:00 am – 1:00 pm (remote)

Principal Accountabilities:

1. Answer phones and route calls to specific people
2. Answer inquiries about the organization
3. Greet visitors warmly and make sure they are comfortable
4. Maintain reception areas on a daily basis, including refreshments and brochures
5. Manage the general organization phone system and voicemail account, including monitoring messages
6. Moderate virtual and in-person classes – including sending reminders, managing Zoom, and communicating upcoming programs
7. Monitor program registration for adequate registrants and communicate with Program Director, as needed
8. Collaborate with Program Associate and Client Services Associate (PM) to recruit, interview, train and schedule office and program volunteers, as needed
9. Manage acknowledgement cards for donations with volunteer for timely distribution
10. Act as liaison between participants and staff
11. Verification and collection of confidential materials from participants

Experience and Education:

- Associate's or Bachelor's degree or equivalent combination of education, training, and other experience
- Strong interpersonal skills, ability to multitask and written/oral communication skills
- Strong computer skills, including fluency with Microsoft Office Suite and Zoom
- Ability be empathetic and handle confidential and sensitive information in accordance with HIPAA regulations and American Psychological Association ethical standards
- Bilingual in English/Spanish is a plus

Cancer Wellness Center is an equal opportunity employer and will not discriminate against any employee or applicant based on race, color, creed, religion, gender, sexual orientation, national origin, age or disability. Pay is \$18-20/hr based on skill set and experience.

To apply contact: Savina Chacheva at schacheva@cancerwellness.org