



CATAWBA COUNTY HISPANIC MINISTRY  
CENTRO LATINO HICKORY

POSITION: CLIENT SERVICES ADVOCATE

DEPARTMENT: CLIENT SERVICES

REPORTS TO: EXECUTIVE DIRECTOR

PART-TIME

Hours per week: 25

Client Services Advocate

Job Summary:

As a client services advocate, your primary job duties are to meet the needs of the community and make sure Centro Latino serves their best interests, through education and advocacy.

Responsibilities:

- Enthusiastically support and share Centro Latino's vision, mission, and principles to families, volunteers, and donors.
- Answer phone calls, interview, and assess client situations to determine proper referral or needs.
- Provide information and refer clients to public or private agencies.
- Serve as liaison for translation services to community and local agencies.
- Compile and maintain clear and up to date contact information of all clients, agencies, and assistance centers. This includes but is not limited to: Point of contacts, phone numbers, location, hours of operation, email addresses, etc.
- Follow up with clients needs and referrals as needed while maintaining records of results and conversations.
- Maintain a digital log of files and proper documentation of donors, donations, and payments received for services.
- Increase clients and community awareness through promotion of Centro Latino's programs through outreach, attendance in virtual and in-person meetings and events with agency personnel.
- Creating and translating event flyers, informational flyers, and keeping information up to date.
- Organizing Centro Latino events and workshops that engage and benefit the Latino community.
- Track and report Centro Latino activities to the Executive Director.
- Assist the Executive Director in daily operations to meet organizational goals and mission.



- Work closely with other departments to meet community needs and reach Centro Latino's goals and mission objectives.

OTHER RESPONSIBILITIES:

1. Participates in staff meetings, staff training, and development activities.
2. Performs other duties as required.

Job Skills & Qualifications:

- Excellent customer service skills
- 1-2 years of experience
- Bilingual: Fluency in Spanish - reading, writing, and speaking
- Community outreach experience
- Microsoft Office
- Adobe Reader

Preferred:

- Bachelor's Degree
- Experience in nonprofit sector
- Translation experience
- Marketing experience

To Apply:

Email the following to [execdirector@centrolatinohickory.com](mailto:execdirector@centrolatinohickory.com) with the subject "Client Services Advocate Application":

1. Cover Letter
2. Resume
3. References