



Job Description

CLIENT RELATIONS ASSOCIATE

- REPORTS TO:** Director of Client Services
- BASED AT:** Barnabas Foundation, Crete, IL
- SCHEDULE:** Full or part-time, between the hours of 8:00 a.m. and 6 p.m.
- PURPOSE:** The Client Relations Associate's primary responsibility is to execute a client communication strategy that strengthens the relationships with prospective and existing clients who have interest in making charitable gifts in their estate plans or other planned gift arrangements.

KEY RESPONSIBILITIES

- Execute specific communication campaigns to potential and existing clients. Duties may include:
 - Initiate telephone, email, and other written communication with clients about their estate plans and other giving arrangements.
 - Place follow-up calls to review charitable plans.
 - Listen for specific client needs.
 - Inquire about prayer concerns and pray with clients.
 - Work with other team members to respond appropriately to all client requests.
 - Email or mail follow-up material as needed.
 - Record and update of the client database with accurate and relevant information.
- Provide ongoing administrative support for Client Services team as needed.
- Other duties as assigned.

QUALIFICATIONS

The qualifications of the successful candidate for this position include:

1. Total commitment to Jesus Christ as your Lord and Savior and a desire to live with Him for eternity.
2. Customer service oriented; a "people person." Specifically, being comfortable with telephone conversations discussing personal matters and praying with clients when appropriate.
3. Excellent written and verbal communication.
4. Strong organizational skills and attention to detail.

5. Dependable, self-starter with demonstrated ability to meet deadlines while juggling multiple projects and tasks.
6. Proficiency with basic Microsoft Office software, including Word, Outlook, and Excel.
7. Willingness to learn new software programs.
8. Ability to work independently without a high degree of supervision.
9. Ability to keep client and organizational matters confidential.

Interested candidates should email a cover letter and resumé to jobs@barnabasfoundation.com.

To learn more about Barnabas Foundation and view details of the job description go to www.barnabasfoundation.com/careers.