

## POSITION DESCRIPTION

### 1. POSITION IDENTIFICATION

<b>Title</b>	<b>Client Relation Members</b>
<b>Functional Area</b>	Client Committee
<b>Reports to</b>	President and Founders
<b>Salary</b>	Volunteer Position
<b>Employment Status</b>	Active

### 2. POSITION OBJECTIVE

The Client Relation members must do the following:

- To identify and qualify prospective clients, present and close, deliver and follow up to ensure client satisfaction;
- Utilize your professional selling skills to generate leads, cultivate client relationships and to offer innovative solutions;
- To develop and maintain new and existing client relationships through the delivery of a superior client experience;
- To maximize the value of existing client relationships;
- To contribute to the client operations function with the emphasis on client communications and reporting;
- Locate potential new clients, discovering and exploring opportunities and initiating new business development opportunities;
- Prepare and present proposals and project plans to potential clients

### 3. COMPETENCIES REQUIRED

<b>Communication</b>	The Client Relations Members report to the President and to the Founders. He/ She participate in Board meetings as a voting member.
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<b>Team work</b>	The Client Relation team is a group that expresses extreme confidential activities that involve direct information from our clients. This team will begin with a team of three and continue on gaining more.
<b>Self Management</b>	It is extremely important for this position applicant to understand that everything will be a self-management position. You will need to be able to work alone and have time management expertise.
<b>Planning and organizing</b>	<ul style="list-style-type: none"> <li>• Develops lesson plans that contain all the required components.</li> <li>• Delivers instruction utilizing appropriate resources, equipment, materials, technology, and instructional strategies.</li> <li>• Provides differentiated instruction based on the student’s individual level of functioning and preferred learning modalities.</li> <li>• Provide classes for life learning stages: <ul style="list-style-type: none"> <li>o Resume Building</li> <li>o Job interview skills and practices</li> <li>o Financial assessment- must bring in a member of Finance Team</li> <li>o Behavioral Support</li> <li>o Parenting</li> </ul> </li> </ul> <p>And all other classes that pertain to Flourishing Families Activities</p>
<b>Technology</b>	The Client Relation Members may be the registered agent with respect to the laws of the jurisdiction of the person upon whom the legal notice to the corporation is served, and responsible for ensuring that documents necessary to maintain the corporation are filed.
<b>Learning</b>	<ul style="list-style-type: none"> <li>• Managing own learning</li> </ul>

**4. PERSON SPECIFICATION  
QUALIFICATIONS/KNOWLEDGE/EXPERIENCE**

Qualifications – Desirable:

Knowledge, Skills & Experience (Essential):

Knowledge, Skills & Experience (Desirable):

**5. ORGANIZATIONAL RELATIONSHIPS/AUTHORITY (CURRENT PRESIDENT ONLY)**

**ORGANIZATIONAL RELATIONSHIPS**

Reports to: President and Founders

Manages: NA

Internal Contacts: Board Members

External Contacts:

### **ORGANIZATIONAL AUTHORITY**

Decisions made in the position:

Decisions referred:

## **7. OCCUPATIONAL HEALTH AND SAFETY**

Employees are responsible and accountable for:

- Compliance with board member policies and procedures for risk identification, risk assessment, and risk control
- Active participation in activities associated with the organization

### **ACKNOWLEDGEMENT**

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the role.

Board Member:

President:

Signature:

Signature:

Date Issued:

