



CLIENT SERVICES SPECIALIST

Overview

- Do you enjoy connecting people with shared interests?
- Do you want to make people feel welcome in the Lehigh Valley?
- Do you like to share the new places & events in the Lehigh Valley with others?

If so, the LINC's Client Services Specialist role may be right for you!

LINC provides community transition services to more than 350 individuals and their families annually, aspiring to make the greater Lehigh Valley a place where all people feel welcome, get rooted, and thrive. We match newcomers to our community with LINC Client Services Specialists who provide confidential guidance and share resources to help people get settled and make this community their home. Many of LINC's clients settle in the Lehigh Valley after landing a job at an area employer including Air Products, B. Braun Medical, Crayola, Lehigh Valley Health Network, Lutron Electronics, Lehigh University, Lafayette College, and others.

The primary role of the Client Services Specialist is to connect newcomers to the community with resources and people to make them feel welcome and rooted in the greater Lehigh Valley. Depending on this person's qualifications and experiences they may assist primarily with early career hires and/or senior executives.

This position reports to the President & Chief Operating Officer of LINC and is part of a growing team of client service specialists. ***Candidates interested in a part-time position are encouraged to apply.***

Job Duties

This position includes working from the Bethlehem, PA office one day a week. Candidates will be required to travel locally on a regular basis for client events and meetings. The duties below are not designed to cover all possible responsibilities required for this job. Responsibilities include:

- Identify and make personalized connections for clients to individuals and groups in the Lehigh Valley with shared interests
- Provide tailored recommendations based on clients' interests and needs and LINC community research
- Assist clients one-on-one to help address specific client needs and concerns
- Keep accurate and timely records of client activities and engagement



- Assist the LINC team in maintaining up-to-date information on housing, schools, childcare resources, as well as other community resources (e.g., healthcare providers, professional services, restaurants, gyms, recreational activities, and more)
- Meet regularly with owners of local businesses and networking groups to cultivate relationships for our clients
- Attend and help organize, as needed, LINC-hosted events and activities

Requirements

- 5 or more years living and/or working in the Lehigh Valley
- Post-secondary degree (Associate or Bachelor)
- Active social network (relationships) in the Lehigh Valley
- Highly skilled in dealing with people of various backgrounds and cultures
- Technically savvy – familiar with Office 365, Zoom/Teams, interfacing with web applications
- Excellent organizational skills and attention to detail
- High degree of integrity and confidentiality
- Excellent interpersonal skills, tact, and diplomacy
- Clear communicator, verbal and written
- Team player and collaborative colleague
- Experience scheduling and leading calls on virtual meeting platforms, such as Zoom or Teams
- Ability to learn and anticipate future needs and proactively address those needs

Preferred Qualifications

- Experience in people/talent management, hospitality, or related
- Proficiency in a language besides English, preferred but not required

Equal Employment Opportunity

Our organization is an equal opportunity, affirmative action employer dedicated to diversity and the strength it brings to the workplace. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, national origin, protected veteran status, sexual orientation, gender identity, genetic information, disability status, or any other protected characteristic.

Compensation: \$45,000 - \$55,000 full-time, depending on experience.

Submit a brief cover letter and resume to info@linc-lv.com. No phone calls please.