



**No Recruiters/Agencies and No phone calls**

## **Member Services Liaison**

### **PURPOSE:**

WiNGS Women's Center is intended for women and the community at-large. Its design is intentional, inviting the community in to share their expertise and engage with those in need such as a mentor, financial coach, peer leader, teacher. A person's first impression will have a lasting impact on their overall experience and connection to the Center. The Liaison will be responsible for first impression; from membership registration, communicating WiNGS programs to guests, routing and receiving inquiries, tracking program activities and coordinating Center logistics. **This position will work a shifted schedule, with frequent nights and weekends. This is a part-time position up to 28 hours per week.**

### **PRIMARY RESPONSIBILITIES INCLUDE:**

- Ensure member intake experience is positive and in accordance with WiNGS culture, policy and procedures.
- Answer incoming calls and welcome visitors.
- Connect members/visitors to appropriate WiNGS programs or outside referrals.
- Provide building coverage during scheduled WiNGS programming; opening and closing the building during evening or and/or weekends.
- Assist with scheduling and coordinating room activities.
- Assist with assigned data entry in an accurate and timely manner.
- Conduct intake assessments and benefit screenings to assess client's entry into WiNGS programming.
- Complete benefit screening follow-up calls with members, ensuring they received necessary assistance and referrals.
- Perform other duties as assigned.

### **QUALIFICATIONS:**

- High School Diploma required; some college preferred.
- Experience working in non-profit and/or customer service preferred.
- English/Spanish bilingual proficiency is required.
- Skilled in working in team-oriented, collaborative environment.
- Strong working knowledge of Microsoft Office Suites including Word, Excel, Access and Outlook.

WiNGS offers competitive compensation and comprehensive benefits, including medical, dental, vision, and life insurance, short- and long-term disability plans and retirement, as well as an environment where your professional growth and advancement are cultivated. WiNGS is an Equal Opportunity Employer.

For immediate consideration, qualified candidates should submit a resume via email to [jobs@wingsdallas.org](mailto:jobs@wingsdallas.org) or complete the employment application on our website at [www.wingsdallas.org](http://www.wingsdallas.org) and fax to 214.584.2313.

### **About WiNGS:**

The WiNGS Center at Ebby's Place helps women become strong mothers, advocates for their own breast health care, financially secure, and successful in the workplace by providing resources and support. Join us in helping women find their path.

WiNGS Dallas | 2603 Inwood Rd. | Dallas, TX 75235 [www.wingsdallas.org](http://www.wingsdallas.org)

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