



NECHAMA - Jewish Response to Disaster

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NECHAMA.org

CLIENT SUPPORT COORDINATOR

Organizational and Job Overview: Founded in 1993, NECHAMA – Jewish Response to Disaster is the only national Jewish organization to offer sustained direct recovery services in the United States, responding to damage caused by hurricanes, tornados, floods, and other natural disasters. Rooted and guided by Jewish values, NECHAMA has three priorities: humanizing Jews and representing Jewish ideals in communities shattered by disaster; providing a platform for volunteers of all faiths to explore their identities and purpose; and spreading comfort and hope to people and communities in desperate need of assistance. For more information about NECHAMA, please visit www.nechama.org.

In response to Hurricane Helene and subsequent flooding across much of Western North Carolina (WNC), NECHAMA launched its Hurricane Helene Response on October 6, 2024, which is focused on Buncombe and Henderson Counties. The **Client Support Coordinator** is a new position prioritizing workflow coordination, scheduling and conducting assessments on one hand, and team leading and working with NECHAMA volunteers as needed, on the other. The **Client Support Coordinator** will take day-to-day direction from the **Operations Director and Operations Coordinator** and support program directives from the program’s management team.

Job Parameters: This is a full-time, on-site but term-limited position based in Buncombe and Henderson Counties, North Carolina. Currently, NECHAMA intends to continue this deployment through June 30, 2025, but the deployment may well be extended through the third-quarter of 2025.

Accountability: Reports to Operations Director.

Client Support Coordinator roles and responsibilities include:

Assessments and Workflow Coordination (80%)

- Ensure the lead generation, scheduling, and assessment of all client intake, including but not limited to: working with local non-profit organizations, other faith based groups, local government officials, and utilizing social media
- Maintain complete client and worksite records in the NECHAMA client database
- Assist in the scheduling of client projects in coordination with the operations team
- Regularly communicate with operations team to address volunteer flow and recruitment progress
- Maintain regular communication with potential clients and clients where work is in progress
- Update staff and other team members on workflow on a daily and rolling basis
- Ensure all critical data tracking and paperwork is completed and entered into corresponding digital files (waivers, site rosters, work orders, crisis cleanup etc.)

General Responsibilities (20%)

- Maintain accurate records of financial transactions involving assigned NECHAMA petty cash or credit cards
- Working with Operations team, purchase necessary materials for deployment
- Take photos of work site and assist with media generation regarding clients/homeowners
- Support team lead functions and volunteer coordination when necessary
- Other duties as assigned

Qualifications:

- Ability to excel in a multi-paced, team-oriented environment and desire to work with volunteers who provide and need varying levels of support
- Two years of prior experience in a related field
- Clear written and oral communication skills to liaise effectively and professionally with volunteers, clients, and staff
- Experience working with Google Drive
- Valid driver's license and clean driving record required
- Local applicants preferred, although non-local applicants will be considered if they are willing to live in shared NECHAMA housing

Compensation:

- \$750 per week as a contracted position
- Communal living accommodations, including meals
- Mobile phone reimbursement of up to \$40/month.

How to Apply:

- Please send a resume, 3 references, and a cover letter to jobs@nechama.org.