

Strides Therapeutic Horsemanship Center

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Client Coordinator – Volunteer Role

As a **Client Coordinator** for Strides, you will serve as the primary point of contact for clients, ensuring they receive the support and resources they need. Your role will involve managing client interactions, scheduling appointments, and providing information about Strides' programs and services. You will help foster a welcoming and supportive environment while maintaining accurate client records and assisting with follow-ups.

This position is ideal for individuals who are compassionate, organized, and have strong communication skills. Whether you have experience in client services or are looking to develop new skills, your contributions will help ensure every client feels valued and supported.

Position: Client Coordinator

Organization: Strides

Location: remote

Commitment: 5-20 hrs weekly/seasonal

Position Overview:

Strides is seeking a compassionate and detail-oriented **Client Coordinator** to serve as the primary liaison between our organization and the individuals we support. This volunteer role is essential in ensuring that clients receive timely assistance, resources, and guidance. The ideal candidate will have excellent communication skills, a strong sense of empathy, and the ability to manage client interactions with professionalism and care.

Key Responsibilities:

- Serve as the main point of contact for clients, addressing inquiries and providing information about Strides' programs and services.
- Schedule and confirm client appointments, follow-ups, and check-ins.
- Maintain accurate client records, ensuring confidentiality and compliance with data management protocols.
- Coordinate client intake, assessments, and referrals to appropriate services.
- Communicate effectively with staff and volunteers to ensure seamless client support.
- Track client progress and provide updates to relevant team members.
- Assist with outreach efforts to connect potential clients with available services.

Qualifications & Skills:

- Strong interpersonal and communication skills.
- Excellent organizational and time-management abilities.
- Ability to handle sensitive information with discretion and professionalism.
- Proficiency in Google Workspace.
- Experience in customer service, case management, or administrative support is a plus but not required.
- A compassionate and patient demeanor when working with diverse individuals.

Benefits of Volunteering:

- Gain valuable experience in client relations and social services.
- Make a direct impact by connecting individuals with critical resources.
- Develop strong communication, coordination, and problem-solving skills.
- Be part of a dedicated team working toward a meaningful cause.

If you are passionate about helping others and ensuring they receive the support they need, we encourage you to apply as a **Client Coordinator** with Strides!