

Jewish Relief Agency (JRA)

Client Services Assistant

Are you a compassionate communicator who thrives on building meaningful connections and helping others navigate critical needs? Do you want to be the vital link between a dedicated non-profit and the thousands of families who rely on its services? The **Jewish Relief Agency (JRA)** is seeking a **Client Services Assistant** to join our team in serving as a primary point of contact for our recipients and a backbone of support for our monthly distributions. We are seeking a candidate who can juggle multiple tasks with precision, communicate with empathy, and help us sustain our mission of relieving hunger and building community. For 25 years, JRA has been bringing together individuals of all means, ages, and backgrounds to address our community's physical, social, and spiritual needs, satisfying our unique desire to do *Chesed*—taking care of each other and doing good in the world. If you are ready to grow your professional skills while making a tangible, daily difference in the lives of those in need, we want to hear from you. This role is perfect for a mission-driven individual who wants to combine administrative excellence with a genuine passion for community service. To learn more about JRA, please visit www.jewishrelief.org.

RESPONSIBILITIES

- Administrative support, including data entry in multiple systems, filing, answering, and directing calls, greeting visitors, processing mail, and general clerical duties
- Oversee the Pre-Distribution administrative tasks, including volunteer route delivery paperwork
- Create and maintain documents and reports, ensuring accuracy
- Respond to perspective client service requests received through forms, calls, texts, and website
- Write and distribute emails, letters, faxes, texts, and paper forms to clients
- Manage supply orders for community partners, such as Cradles to Crayons
- Complete detailed and accurate data entry in Google Workspace, Salesforce, and VolunteerLocal
- Oversee the client robocall notification process during monthly distributions
- Assist with special projects such as backpack drives and outreach to the Jewish Community for Passover
- Coordinate meeting schedules and logistics for client services team meetings
- Approximately five or six days a month, work along with the staff at JRA's warehouse in Northeast Philadelphia, assisting with facilitating the Monthly Food Distribution Program
- Provide pre- and post-distribution client, volunteer, and logistical support
- Help staff deliver packages to JRA recipients when needed
- Other duties as required

QUALIFICATIONS

- Excellent communication skills (verbal and written)
- Ability to thrive in a fast-paced environment
- Excellent organizational skills, time management, customer service, and attention to detail
- Experienced with Google Workspace and Microsoft Office (knowledge of Salesforce a plus)
- Ability to juggle multiple tasks under deadlines and work both independently and as a team
- Must be able to lift 25 pounds
- Must have reliable access to a car and a valid driver's license
- Ability to speak Russian or Spanish would be an asset to any candidate applying

Salary Range

- \$40,000-\$42,000 to start, plus health and dental insurance, paid vacation, paid holidays, and 403(b) plan.

To apply, please send a resume AND a brief statement of interest to jobs@jewishrelief.org.