



Position title	Department	Reports to
Client Services/Receptionist Clerk	Client Services	Client Service Manager
Employment status	FLSA status	Effective date
☐ Temporary ☒ Full-time ☐ Part-time	☒ Nonexempt ☐ Exempt	8/1/26

Purpose:

The mission of St. Vincent Meals on Wheels (SVMOW) is to prepare and deliver nutritious meals to homebound seniors and other vulnerable residents across Los Angeles, regardless of age, illness, disability, race, religion, or ability to pay. The program operates Monday-Friday. SVMOW adheres to the following Vincentian core values: Respect, Compassionate Service, Simplicity, Advocacy for the Poor, and Inventiveness to Infinity.

The Client Services Clerk/Receptionist greets visitors to the SVMOW offices, answers phone calls courteously, handles calls from field runners and drivers, and contacts emergency contacts as needed. Additionally, maintain client records, manage online files, and ensure information flows smoothly within **Google Workspace (Docs, Sheets, Drive, etc.)**.

Duties and Responsibilities:

- Answer telephone calls and general program questions, then transfer calls or connect visitors with the most appropriate supervisory staff.
- Call clients daily who missed meal delivery, and accurately log the communication in their ServTracker record.
- Maintain accurate records of incoming and follow-up calls, including client assistance requests and referrals to Social Workers or Client Advocate.
- Enter, clean, accurate and organize data and basic logs using **Google Sheets**.
- Design, create documents and templates using **Google Docs**
- Assist with client surveys and evaluations regarding meals for the clients and residents of Hotel Dieu.
- Assist with and support SVMOW surveys and evaluations of current organizational programs.
- Assist in preparing client gift bags, flyers and distribution items.
- Complete other assigned tasks as needed.
- Comply with HIPAA regulations and mandated reporter responsibilities.



Education and/or Work Experience Requirements:

- 3-4 years' experience Associate degree preferred in the related field
- Strong verbal and written communication skills (**bilingual** Spanish is a plus)
- Proficient or working knowledge of **Google Workspace** or computerized record keeping.
- Exceptional interpersonal skills with a team player attitude.
- The ability to work with diverse staff and volunteers in a team environment
- Sharp attention to detail and accuracy.
- Able to accurately read and follow directions, maps and instructions;
- Valid California Driver's License and clear DMV record.
- Background Fingerprint Clearance
- Drug Test Clearance

Compensation & Benefits

- Salary:\$18.42hr-19.50hr DOE
- Medical, dental, and vision insurance
- 403(b) retirement plan with employer match
- Paid vacation, holidays, and sick leave
- Professional development opportunities

Why Join Us

This is an opportunity to be part of a mission driven organization that has served seniors in Los Angeles for nearly fifty years. You will help to ensure that every senior in our care is nourished with dignity, compassion, and consistency. Your work will directly support life-changing service for thousands of older adults who depend on us.

To Apply

Submit a resume and cover letter detailing your interest and relevant experience to jobs@svmow.org. Applications will not be considered complete without both.

This document does not create an employment contract, implied or otherwise, other than an at will relationship.