



Job Announcement: Client Navigator

Foundation Communities owns and operates two Community Financial Centers (CFCs) in Austin, Texas. At each CFC, community members can access free tax services, health insurance enrollment, college support services, financial coaching, and savings programs.

We are looking for a Client Navigator for the CFCs who can help welcome clients who come to the CFCs for services and make sure building operations run smoothly. Ideal candidates are:

- Personable and customer-service oriented;
- Organized and detail-oriented;
- Able to respond to problems quickly and creatively;
- Bilingual in English and Spanish; and
- Passionate about the goal of our programs to help low-income community members improve their financial stability.

Job Responsibilities:

- Welcome clients to the CFCs by:
 - Staffing the front desk at each CFC during open hours, including evening and weekend hours
 - Ensuring every client who calls or walks in to the CFC is able to easily access the service he or she is seeking
 - Managing the appointment scheduling system to make sure clients schedule and show up for their appointments
- Ensure building operations run smoothly at both CFCs by:
 - Working with program staff to order and maintain an inventory of supplies and equipment
 - Working with contractors to ensure the building and grounds are well-maintained
 - Providing general administrative support as needed

The Client Navigator will split their time between our two Community Financial Centers at 2600 W Stassney Ln and 5900 Airport Blvd.

This is a full-time, benefits-eligible position.

To Apply: Please send a thoughtful cover letter and resume to resumes@foundcom.org. Type “Client Navigator” in the email subject line. No phone calls or visits.

Foundation Communities is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, sexual orientation & gender identity.