



**COMMUNITY ACTION PARTNERSHIP
Dickinson, North Dakota**

Position Description

Department: Region VIII –Client Services **Status:** Non-exempt
Position Title: Client Services Assistant **Grade Level:** D
Immediate Supervisor: Client Services Case Manager

Management Approval: _____ **Date:** _____
Supervisor Signature: _____ **Date:** _____
Employee Signature: _____ **Date:** _____

All position descriptions are subject to change as business requirements dictate.

A. GENERAL SUMMARY OF RESPONSIBILITIES:

Assists clients and provides support for the Client Services Programs. Assists families and individuals by making appropriate referrals to internal and community resources.

B. SPECIFIC JOB RESPONSIBILITIES:

The job responsibilities listed do not include all the specific tasks which the employee may be expected to perform.

1. Demonstrated support for the agencies mission, goals and values.
2. Assists in keeping within the fiscal constraints of the budget.
3. Identifies professional and organizational issues and trends suggesting action, facilitating change and participates in restructuring of programs and services.
4. Maintains staff, client and agency wide confidentiality at all times.
5. Serves as a liaison between departments in the agency and with other agencies and programs to fulfill the mission of the agency.
6. Prepares various statistical and narrative reports under direction of supervisor to meet all Agency, Government and Grant requirements.
7. Attends meetings, workshops and training sessions as approved by the supervisor.
8. Participates on program related committees as assigned.
9. May be required to travel by ground or air to meetings, conferences, trainings, etc.
10. Continues professional growth through educational and training experiences in their field.
11. Greets walk-in clients, visitors and volunteers entering the agency and responds to general inquiries.
12. Answers phones using professional phone etiquette and transfers calls to appropriate areas of the agency; informs customers of available services.
13. Maintains knowledge of community resources and provides warm referral handoffs to other community providers.
14. Assist clients with completion of intake and application for client services; screens potential applicants for services and directs to the appropriate staff.
15. Reviews applications for completeness of information and requested documentation. Secures documentation for final eligibility determination by case manager.
16. Inputs data into various databases used by the agency and conducts data quality reviews under direction of the supervisor.
17. Assists with the Commodity Supplemental Food Program activities: staging, packaging, and distribution of food packs. Order and maintain warehouse inventory. Assist with securing needed volunteers for the distribution of food as needed.
18. Assists with programmatic duties as assigned or required.
19. Provides reception duties within the agency. Ensures staff absences are indicated on the office calendar /board.
20. Cleans and organizes mail room, waiting room and reception area to be visually appealing to the public.

21. Maintains office supply inventory in the copy room for staff use; prepares and submits office supply orders when needed or required.
22. Posts, sorts and distributes incoming mail and delivers daily mail to the post office.
23. Records incoming Fiscal and Payee checks on check log.
24. Assist with closing and/or opening procedure of main entrance area and reception area.

C. SUPERVISORY RESPONSIBILITIES:

None

D. POSITION QUALIFICATIONS (KNOWLEDGE, SKILLS, ABILITIES):

Required

1. Associate Degree in office administration or the equivalent.
2. Two years full-time experience working in office administration.
3. Past experience working with people from various socio-economic and educational backgrounds.
4. Must possess a valid driver's license and insurable driving record.
5. Demonstrated ability to establish a positive rapport with staff, clients, other agencies, businesses and the community.
6. Demonstrated ability to effectively communicate both in written and oral forms.
7. Proficient with computers and software to include Windows, Internet, Microsoft Office software and other office equipment.
8. Working knowledge of the program software within 2 months of hire and proficiency within 6 months.

E. PHYSICAL DEMANDS:

Constantly:

Vision correctable to near 20/20.

Frequently:

Sitting, walking, stooping, crouching, kneeling, reaching horizontally and vertically, standing, bending, balancing, use of arms, legs, hands and feet and fine motor skills, color discrimination, peripheral and depth perception, talking and hearing, running, climbing stairs and ladders, crawling, twisting and turning trunk, rapid mental-muscular coordination, reaching down and overhead, pushing and pulling, lifts and carries up to 50 pounds.

F. WORK ENVIRONMENT:

Frequently:

Works in a variety of working conditions including indoor in controlled and uncontrolled environments. Exposed to contagious diseases. High stress situations.