

Community Service Programs of West Alabama, Inc.

Job Description

<u>Position Title:</u>	Client Service Associate
<u>Department:</u>	Supportive Services
<u>Reports To:</u>	Director of Supportive Services
<u>Employment Classification:</u>	Regular, Part-time, Non-Exempt, Non-Safety-Sensitive
<u>Grade/Salary:</u>	Grade Level IX – Level 1–12; Pay rate starts at \$11.29 per hour

Summary of Duties

The position is responsible for the delivery of social service programs to eligible individuals and families in the specific county during the funding period for utility assistance programs. The position is responsible to assure that all program guidelines related to client intake and eligibility are met. The programs consist of, but are not limited to: Meals on Wheels, Crisis Intervention, Low Income Home Energy Assistance Program, Weatherization, ABC Trust, referrals and follow-ups. Responsible for one-on-one counseling and identifying needs of the customer.

Essential duties and responsibilities: *other duties may be assigned by the supervisor*

- Conduct client intake and input client data in the computer utilizing the appropriate programs;
- Assist with the processing and intake of clients in order to identify the need(s);
- Verify client documentation and database records to assure that all information meets program guidelines related to client intake and eligibility.
- Participate in training workshops to implement social service programs offered by the agency;
- Provide referrals to other service agencies;
- Work to develop the center into a multi-service center that will help meet the needs of the disadvantaged;
- Maintain accurate records of outreach, referrals, and client participation;
- Keep abreast of the needs of the target area, and to what extent they can be effectively provided through use of agency or other resources;
- Perform other duties as assigned by the supervisor, verbally or in writing.

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and Experience:

- Possession of a high school diploma or GED.
- Intake and/or customer service experience required.
- Knowledge of productivity software, such as Microsoft Office.

Supervisory requirements: None.

Certificates, Licenses, Registrations:

- ◆ Valid Driver's License with liability insurance.
- ◆ Serviceable automobile.

Language Skills:

- ◆ Ability to communicate to diverse populations.
- ◆ Ability to effectively present information to clients.
- ◆ Ability to communicate in large and small group settings.

Mathematical Skills:

- ◆ Ability to compute simple math such as addition, subtraction, multiplication and division.
- ◆ Ability to use fractions and percentages.

Reasoning Ability:

- ◆ Ability to analyze problems confronted by program participants.
- ◆ Ability to define problems and draw valid conclusions.

Other Skills and Abilities:

- ◆ Ability to develop effective working relationships with staff members and program participants.
- ◆ Regular and predictable attendance.
- ◆ Knowledge of CSP programs and services.
- ◆ Sensitivity to multi-racial and multi-cultural issues.
- ◆ Ability to develop rapport quickly and easily.
- ◆ Ability to work independently without direct supervision.
- ◆ Ability to meet deadlines.
- ◆ Ability to work in a constant state of alertness.

Physical Demands: *The physical demands listed are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities previously mentioned.*

While performing the duties of this job, the employee is routinely required to sit, talk, and hear. The employee is regularly required to stand and walk. Specific vision abilities required by this job include vision to operate a motor vehicle. Extensive writing is required and extended periods on the computer is customary. Multiple demands from several people are frequently required of the employee. The ability to write, read, listen, and speak is required of this employee.

Work Environment: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.*

The noise level is variable in the work environment. Work is performed indoors and outdoors. The employee is expected to operate a computer, fax, telephone and personal automobile.

The information contained in the job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned by the supervisor.

Created on: March 12, 2012

Reviewed by Board of Directors 12/3/2015

Reviewed by Board of Directors 01/19/2017

Rev. 12.19.2017

Reviewed by Board of Directors 03.15.2018

Reviewed by Board of Directors 01.17.2019

Reviewed by Board of Directors 3.21.2019

Reviewed by Board of Directors 3.21.2021

Reviewed by Board of Directors 01.19.2023

Reviewed by Board of Directors 03.20.2025