

# JOB DESCRIPTION

<b>JOB TITLE:</b> Community Services Assistant		<b>FLSA STATUS:</b> Non-Exempt
<b>SUPERVISOR:</b> As directed	<b>PAY GRADE:</b> 02	<b>SUPERVISOR RESPONSIBILITIES:</b> No

## **ESSENTIAL DUTIES:**

1. Maintains comprehensive knowledge of community resources; provides information and referrals; conducts follow-up.
2. Uses available resources to learn, understand, and consistently apply service rules and regulations.
3. Conducts intakes, assesses needs, and determines eligibility; travel may be required.
4. Creates accurate, organized, on time, and legible files and documentation.
5. Ensures data is accurately and timely entered into project and organizational systems.
6. Responds to consumers, vendors, and other inquiries expediently.
7. Issues accurate and on time consumer forms and notices.
8. Assists with clerical tasks to include typing, filing, proofreading, data entry, and maintaining service logs.
9. Identifies and reports risks to supervisor.

## **QUALIFICATIONS:**

**Special Licenses, Traits, Skills and/or Certifications:** Enthusiastic, self-starter, quick learner; resourceful and innovative; detail oriented; organized; capable of independent work; must demonstrate common sense; and excellent listening, communication, and interpersonal skills.

**Education and/or Experience:** High school diploma or General Educational Development (GED) and six months related experience; or an equivalent combination of education and experience.

**Computer Skills:** To perform this job successfully the following computer skills and knowledge are required: Computer Literate, including the Windows Operating System and Microsoft Word, Excel, Outlook, Internet Explorer, and data entry.

**PHYSICAL DEMANDS:** The physical demands described are required to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- While performing the duties of this job, the employee is frequently required to stand, sit, talk, hear, walk, and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, and smell.
- The employee must occasionally lift and/or move up to 50 lbs.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described are representative of those encountered while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock.

- The noise level in the work environment is usually moderate.

**WORK CONDITIONS:** The work conditions for this job are:

- Random drug testing may be required.
- Maintains acceptable results for any required clearances.
- Community Action, Inc. maintains an at-will policy of employment that means employment and compensation may be terminated with or without cause and with or without notice at any time at the option of either Community Action, Inc. or the employee.

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The statements contained herein describe the scope of the responsibility and essential duties of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

I CERTIFY I HAVE READ THIS JOB DESCRIPTION, IT HAS BEEN EXPLAINED TO ME, AND I UNDERSTAND MY DUTIES AND RESPONSIBILITIES. I UNDERSTAND COMMUNITY ACTION, INC. MAINTAINS AN AT-WILL POLICY OF EMPLOYMENT WHICH MEANS EMPLOYMENT AND COMPENSATION MAY BE TERMINATED WITH OR WITHOUT CAUSE AND WITH OR WITHOUT NOTICE AT ANY TIME AT THE OPTION OF EITHER COMMUNITY ACTION, INC. OR ME AS AN EMPLOYEE.

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Employee Signature

\_\_\_\_\_  
Date

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Immediate Supervisor Signature

\_\_\_\_\_  
Date