

Crowley's Ridge Development Council, Inc.
Human Services Department
Job Description

POSITION: Human Services Specialist Craighead County

FSLA CLASS: Hourly, Non-Exempt

PROGRAM: Human Services

REPORTS TO: Chief Operating Officer

GRADE: 3

General Description:

Will be responsible for carrying out duties assigned to him/her that will help and support CRDC Administered Programs and assist customers with information on available services offered by CRDC.

Essential Functions

1. Provide excellent customer service to all CRDC Customers via in-person and telephone communication.
2. Assist customers in need of CRDC assistance through information assistance, assistance with applications, and forwarding applications to appropriate programs and follow-up when necessary.
3. Perform data entry into agency database as needed and directed.
4. Responsible for knowing the client eligibility requirements as well as the policies and procedures of the Agency and all funding sources for programs as assigned and staying abreast of changes.
5. Display working knowledge of all programs and communication of services effectively.
6. Attending training and office staff meetings and participating actively in information exchange as required.
7. Responsible for safeguarding all confidential information as it relates to job duties.
8. Assist CSBG Coordinator in collection of CSBG intake data.
9. Assist in the uniting and integrating all CRDC programs.
10. Answer the phones.

11. Other duties as assigned by his/her supervisor for the efficient operation of the program and agency.

Non-Essential Functions:

1. Travel to other counties and assist as needed.

Qualifications and Education:

1. High school degree or equivalent
2. Proficient in Microsoft Office
3. Strong Communication and Interpersonal Skills

Work environment

1. Moderate office noise (Printers, phones, light foot traffic)
2. Must be able to work under stress.

Special Requirements:

1. Must be willing to work in a team environment.
2. Strong interviewing and communication skills
3. Reliable vehicle with liability insurance
4. Valid Driver's License
5. Direct Deposit Required

Public Relations:

1. Represent the Agency in activities related to the job.

Authority and Accountability:

The incumbent is delegated full authority necessary for the effective performance of the responsibilities assigned within the restrictions of applicable policies and instructions and is fully accountable to the Chief Operating Officer.

Acknowledgement:

I understand this job description and its requirements, and that I am expected to complete all duties as assigned. I understand the job duties may be altered from time to time. I understand CRDC is a drug free workplace and I agree to take a drug/alcohol test prior to my employment and will be periodically subjected to random screenings for drug/alcohol throughout my employment with CRDC.

Employee Signature: _____ Date: _____

Supervisor: _____ Date: _____

Job Description has been reviewed and approved by Executive Director:

Chief Operating Officer: _____ Date: _____