



Crowley's Ridge Development Council, Inc.

A Community Action Partnership Serving Northeast Arkansas Since 1969

P.O. Box 16720 2401 Fox Meadow Lane Jonesboro, AR 72403
870.802.7100 870.935.0291 (Fax) www.crdcnea.org

Position: Human Services Specialist
FLSA Class: Full-Time, Non-Exempt
Program: LIHEAP/CSBG
Reports To: Community Services Administrator

General Responsibility:

Carry out duties assigned to help and support families to become self-sufficient. The employee will serve as a float, filling in on a full-time basis across the department to assist with answering phones, accepting LIHEAP applications, CSBG applications, and other duties as assigned. Some travel will be required.

Essential Duties & Responsibilities:

- Perform customer service for LIHEAP/CSBG clients by processing applications and ensuring that all required documentation is received.
- Serve as a float, providing full-time support across programs: answering phones, greeting clients, and fielding inquiries.
- Accept and process LIHEAP and CSBG applications, guiding clients through eligibility and documentation requirements.
- Ensure that data entry and reports are submitted in a timely manner.
- Travel on an as needed basis to support outreach and serve clients at satellite locations or community events.
- Responsible for knowing client eligibility requirements and agency policies; stay abreast of funding source changes.
- Attend training and participate actively in information exchange as required.
- Safeguard all confidential information related to job duties.
- Perform other duties as assigned by supervisor for the efficient operation of the program and agency.

Qualification and Education:

- Associate's degree and/or combination of education and work experience in a related field. CRDC reserves the right to substitute valid work experience in lieu of the education requirement.
- Effective communication skills.
- Proficient computer skills.
- Strong organizational and practical skills.
- Proven coordination skills to connect individuals/families with relevant services.

Work Environment:

Office environment with moderate noise levels (printers, phones, foot traffic).

Physical Activity:

- Must be able to sit, stand, walk bend, squat, and lift.
- May occasionally be asked to lift and carry at least 30 pounds

Special Requirements:

- Reliable Transportation, Valid driver's license & auto liability Insurance
- Background Check, Driving records check, and drug screen

Public Relations:

- Represent the Agency in activities related to the job.

Crowley's Ridge Development Council, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

[Please send resumes to sboggs@crdcnea.com](mailto:sboggs@crdcnea.com)