

Project Now, CAA Job Description

Job Title: Information & Assistance Specialist
Department: Community Services
Reports To: Community Services Director
FLSA Status: Non-Exempt

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Prepared Date: 05/28/2021
Revised By: L. Birch
Revised Date: 05/28/2021

SUMMARY: To directly provide one-on-one customer assistance to people who call in with issues or complaints about the service they have received through Project NOW, directing them to appropriate community services as indicated.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties as assigned.

- To provide coordination and follow-up with the appropriate resources to ensure that services are delivered.
- To assist the long-range community planning process by discovering gaps, overlaps and duplication of services.
- Provides information, makes referrals, and conducts follow-up to make sure needs have been met.
- To provide information about appropriate community resources that meet their expressed need.
- Provide assistance to individuals with their needs and place them in contact with the appropriate community resources or service providers.
- Conduct follow-up activities with individuals/agencies to determine whether services have been received and the identified need met following referral.
- Complete all required monthly, quarterly, etc. reporting forms completely and correctly for department.
- Attend trainings and seminars as directed.
- Maintain confidential customer information and provide statistical data when required.
- Assist in determining ranges of program advocacy to be undertaken.
- Help plan, implement, and participate in activities sponsored by Community Services.
- Provide excellent customer service utilizing a high degree of interpersonal skills for both internal & external customers.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Must have good written and excellent verbal communication skills.
- Ability to diffuse tense situations through empathetic responses to upset customers.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Must have reliable vehicle, valid driver's license, and proof of insurability.

SUPERVISORY RESPONSIBILITIES This position has no supervisory responsibilities.

EDUCATION and/or EXPERIENCE

- Associates degree or equivalent from 2-year college or technical school
- Six months to 1 year of related experience and/or training; or equivalent combination of education & experience.
- Proficiency in Microsoft Windows & Office software and be able to use keyboard, 10 key & other office equipment.

PHYSICAL DEMANDS and WORK ENVIRONMENT While performing the duties of this job, the employee is regularly required to talk or hear. The employee is occasionally required to stand, walk, and sit when dealing with clients. The noise level in the work environment is usually moderate as associated with a busy office environment.

Positions within Project NOW are primarily grant funded and funding decreases can affect our staffing levels.