

Tableland Services, Inc. ~ Community Action Partnership for Somerset County

NAME:
JOB TITLE: Community Services Program Specialist
DEPARTMENT: Community Services

FLSA STATUS: Non-Exempt
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OVERALL PURPOSE To provide specialized support to the community services programs with the delivery of services.

ESSENTIAL FUNCTIONS

1. Support the Community Services Programs

PERFORMANCE MEASURES:

- Assist staff with mailings, copying, filing, faxing and data entry
- Screen and direct incoming housing phone calls
- Complete forms, enrollments, criminal record checks, income verifications
- Set up client files and binders
- Assist with transports, inventories, and distributes agency food donations
- Run preliminary reports for approval
- Maintain various schedules to reconcile program expenses or revenues

2. Substitute as front desk receptionist

PERFORMANCE MEASURES:

- Maintain knowledge of all departments, programs, and staff as well as other agencies to provide appropriate information and referrals upon request
- Answer phone and screen calls to ensure proper direction
- Assist clients and distributes message
- Provide positive customer service by answering questions or contacting necessary person to secure answer and follow up as necessary to ensure the needs of the person making the request are met

3. Assist with the coordination of Local Housing Options Team ROOF activities.

PERFORMANCE MEASURES:

- Make phone calls on behalf of team as needed
- Letters, meeting notices, and newsletters
- Pick up donations
- Attend meetings

4. Serves as point of contact for Food Pantry's located throughout Somerset County.

PERFORMANCE MEASURES:

- Monitors spending of program funds and pounds of food served
- Coordinates delivery of commodities
- Prepares reports, plans and agreements required by the Department of Agriculture
- Conducts periodic meetings with pantry managers

5. Responsible for coordination of services for the VITA program.

PERFORMANCE MEASURES:

- Completes intake on taxpayer to schedule appointment per preparer certification level required
- Prepares reports, training material orders, site information forms and volunteer summaries
- Conducts pre-season meetings with tax preparer volunteers
- Coordinates volunteer appreciation event

6. Supports agency finger printing services

PERFORMANCE MEASURES:

- Serves as a primary fingerprint technician
- Complete fingerprint screenings for applicants
- Assist applicants with registration process

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7. Attend required meetings and trainings.

PERFORMANCE MEASURES:

- Attend meetings as requested
- Attend trainings for continued professional development
- Be prepared and participate

OTHER DUTIES

1. Secure building at the end of each day by ensuring all lights/machines are off and locking all doors.
2. Perform other related duties as required.

SUPERVISION RECEIVED

Supervision is received from the Community Services Program Director.

QUALIFICATIONS

EDUCATION

- High School Diploma and some post-secondary education required
- Associate Degree preferred

EXPERIENCE AND/OR TRAINING

- Experience in an office environment preferred

ADDITIONAL JOB REQUIREMENTS

- Identify problems, inform others, and provide information
- Communicate effectively with co-workers or customers
- Complete and maintain documentation and records
- Database/Contact Management Software
- Internet/E-mail
- Word Processing and Spreadsheet Software
- Manage Multiple Projects/Tasks
- Meet Frequent Deadlines
- Provide Close Attention to Detail
- Work Closely with Others
- Follow established confidentiality policy, safety standards, or applicable regulations
- Customer service best practices
- Organizational skills

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed 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.

I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

Signature of Employee

Date

Signature of HR Representative

Date