

## **WALDO COMMUNITY ACTION PARTNERS**

### **Job Description**

#### **POSITION: LIHEAP Client Services Intake Clerk**

**GENERAL SCOPE OF DUTIES:** Responsible for shared receptionist and intake duties for the Outreach/Referral Office. Duties include, but not limited to answering telephone, setting up appointments, meeting & greeting visitors, assist with application intake process, collect accurate data and information, making appropriate referrals to other services and programs and intake duties at other sites in Waldo County. Align with agency mission in all aspects of work.

**EQUIPMENT USED:** All general office equipment including computer systems.

**ESSENTIAL DUTIES:** Includes the following but in no particular order:

#### Program Administration

- Answer telephone, set up appointments for various sites and times for application intake.
- Direct client services, detail oriented.
- Assist with application process.
- Provide clerical support to all program staff.
- Make appropriate referrals to other programs.
- Responsible for maintenance of files, coding, alphabetical filing, etc.
- Assist with voucher to clients and vendors.
- Light housekeeping duties.
- Travel to town sites within Waldo County and complete home visits.

#### Professional Development

- Keep up to date on State and Federal regulations governing all aspects relevant to this position.
- Participate in any required trainings, meetings and professional development activities.

#### Leadership & Teamwork

- Building cooperative goals and relationships of mutual trust.
- Works in collaboration with agency staff to facilitate a team environment.
- Demonstrates effective communication skills in building relationships with all employees and clients.
- Collaborates with all partner agencies to assure effective communication processes across agencies.
- Exhibit a positive attitude and professional, confidential and collaborative approach with supervisor, co-workers, clients, partners and community.
- Adheres to the policies in the use of computer technology and all tele-communication devices.

#### Safety and Wellness

- Actively promote safety and accident prevention within the workplace.
- Report any unsafe conditions, incidents and/or accidents immediately.

**NECESSARY ABILITIES AND KNOWLEDGE:**

- Must maintain confidentiality at all times.
- Strong written, verbal communication skills & listening skills
- Strong time management and organizational skills.
- Proficient skills in Microsoft Word, Excel and Outlook.
- Ability to interpret rules and regulations.
- Ability to lift up & carry to 35 lbs. occasionally.

**MINIMUM REQUIREMENTS:**

- High School Diploma or equivalent
- 1 year office/data entry experience
- Must have adequate transportation, a valid driver's license and meet and maintain WCAP's insurance requirements
- Ability to meet and maintain WCAP background clearance requirements

**REPORT TO:** Community Services Coordinator

**HOURS PER WEEK:** 40

**SALARY RANGE:** Non-exempt/Grade 6/Points 230 Seasonal

**STATEMENT OF UNDERSTANDING:**

I have read and understand the above job descriptions and am willing and able to be responsible for the duties indicated.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

Approved:

\_\_\_\_\_  
Initials    date  
Revised 08-03-16