

CATHOLIC CHARITIES OF SOUTHEAST TEXAS

Job Description

Salary Range: N-3

Job Classification: Hourly / Full Time

Position: Temporary DR Client Services Representative

General Description: Provides customer service to current and potential clients of the agency, more specifically for the Disaster Response/Emergency Assistance Program. Performs a range of basic office support activities such as answering telephones and directing calls, completing applications for services, providing referral information, scheduling client appointments for Program Director, answering questions and performing routine clerical, data entry, and/or word processing work as assigned.

Organizational Relationships:

Reports to: Director - Disaster Response

Also works with the Vice President of Programs, Office Manager, Data Manager, Receptionist, all Disaster Response staff and volunteers, other program leads and staff members.

Essential Duties and Responsibilities:

- Interact with callers to provide information in response to inquiries about Disaster Response/Emergency Assistance; maintains log of inquiries; refers callers to other community resources when requests are outside the scope of services provided by CCSETX.
- Interview persons by telephone to complete applications for services; data entry of applications into agency client management software (ClientTrack), according to established program procedures.
- Uses established procedures for routing inquiries, telephone messages, complaints, applications of services, and other calls to appropriate team members.
- Performs other duties as required by Program Director and/or Vice President of Programs, such as preparing for, attending and/or supporting special events and projects. Examples include: assisting with outreach activities, participating in staff retreats, United Way or other Funders' visits, agency fairs and speaking engagements, as deemed applicable.

Nonessential Duties and Responsibilities:

Performs other duties as assigned by the Case Manager Supervisors, Program Director or Vice President of Programs

Supervisory Responsibilities:

This job has no direct supervisory responsibilities.

Minimum Education:

High School diploma or GED. Certification in Office or Accounting Technology preferred.

General Qualifications:

- A minimum of two to four years working in an office atmosphere with knowledge and performance of office operations and procedures, as outlined in the Essential Duties and Responsibilities.
- Must be proficient in MS Office especially Excel.
- Bilingual English / Spanish preferred
- Knowledge of the agency and community resources in order to provide quality customer service.
- Ability to relate well to the public, in person and on the telephone.
- Customer service oriented; diplomatic, tactful, creative, discreet, flexible, resourceful, dependable, well-organized, friendly, and professional.
- Able to work effectively with multiple staff, balance and prioritize multiple requests.
- Good oral and written communication skills.
- Accurate record keeping.
- Demonstrated sensitivity to diverse cultures.
- Must have adequate/available and reliable transportation.
- Must provide a copy of valid driver's license and proof of personal automobile insurance to Administration annually.

Equipment Used:

Multi-line telephone, personal computer, copier and fax machine.

Working Conditions:

Work is carried out in a controlled, agreeable environment as generally represented by normal office conditions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Contacts:

Requires contact by telephone and in writing with clients, prospective clients, other service providers, volunteers, and government agencies. May have limited in-person contact with these same stakeholders.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the employee is regularly required to use hands to handle or feel and talk or hear. The employee will be required to periodically stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

Mental and Aptitude Requirements:

Job requires ability to hear and talk; strong writing skills; analytical, conceptual, problem – solving and decision-making skills; and handling multiple tasks within the confines of deadlines.

Work Performance Measures:

- Must report to work on time.
- Must dress appropriately.
- Must keep all work accurate and current.
- Must adhere to agency employee handbook of personnel policies.
- Must maintain high level of knowledge of the program, its requirements, functions, and status, etc.
- Must adhere to the agency handbook of accounting policies and procedures.
- Must be responsible for protecting the confidentiality of information that may be of a personal or sensitive nature pertaining to employees, clients and/or the agency.