



## JOB SPECIFICATIONS

<u>JOB TITLE:</u>	<b>Community Services Specialist I</b>
<u>REPORTS TO:</u>	Directors of Community and Energy Services as appropriate
<u>LOCATION OF JOB:</u>	Community and Energy Department
<u>SALARY RANGE:</u>	<b>\$23,920.00 - \$39,499.20 annually</b>

### **SUMMARY OF JOB:**

The Community Services Specialist I provides eligibility determination, service assessments, direct service and referrals, and point of service.

### **JOB DUTIES:**

- Provides information on TCA programs and services to citizens seeking assistance.
- Certifies client eligibility and enrolls participants into appropriate programs.
- Provides information and referral to other agencies that are available to meet the needs of eligible residents of the community.
- Ensures that participant referrals are followed up, and provides other supports as necessary to meet the client's needs.
- Provides assistance for energy assistance, tax preparation; must also provide information and referral service for Job Development, Financial Counseling, Weatherization and Energy Conservation, Housing Counseling, Head Start and other programs under the TCA umbrella.
- Facilitates workshops and counseling sessions and other program activities, as appropriate.
- Compiles data, provides reports and maintains files on persons that are assisted by the center/department, utilizing the TCA Client Social Services Tracker and other client systems.
- Keeps orderly files of agencies' correspondence. Provides responses where necessary. Provides a weekly working calendar of events for the department/office.
- Assists the Center Supervisor/Department Supervisor with preparation of time sheets for employees and paid volunteers.
- Attends Neighborhood/Community meetings in order to better understand the needs of the specific area.
- Performs other tasks as assigned.

**QUALIFICATIONS REQUIREMENTS:**

**KNOWLEDGE AND SKILL REQUIREMENTS**

- Knowledge of computers and networking
- Knowledge of office practices
- Communication skills to communicate with staff, families and outside agencies
- Excellent customer service skills
- Knowledge of Community Action philosophy and policies relative to self sufficiency and poverty reduction
- Computer skills to install new software and hardware and to troubleshoot software and minor hardware problems
- Manual skills for cleaning and minor repair of equipment
- Common arithmetical functions to determine service delivery during special project,
- Software/word processing skills for data entry, reporting, word processing, desktop publishing, spreadsheets, CSST and other client systems
- Equipment used includes computer, printer, copy machine, and other standard office equipment

**EXPERIENCE AND TRAINING:**

- High school diploma/equivalent required
- One year previous experience using computers, word processing programs, telephone and data entry
- Ability to speak on the telephone for long periods
- Ability to collaborate with others as part of a team.
- Good listening skills.
- Knowledgeable regarding TCA services.
- Effective written skills to accurately maintain client files.
- Ability to speak before groups of 10-20 clients, giving instructions in an easy to follow manner to complete energy assistance applications.
- Pleasant, personable, and tactful verbal communication and telephone skills required to interact effectively with a wide variety of contacts & situations.
- Neat, clean and professional appearance required. Be willing to travel when necessary on Agency business at Agency reimbursement rates.
- Sensitive to the needs of families.
- Ability to present a positive impression of the Agency and services to the public
- Proficient working knowledge of CSST.