

EMPLOYMENT OPPORTUNITY

Service Screener

The Position

The Services Screener will maintain a professional reception environment, while screening phone-in or walk-in clients for eligibility and services, and refer clients to appropriate departments or staff. This position will be part time at 20 hours a week.

Schedule will be set as Monday – Friday 10:00am – 2:00pm.

Major Responsibilities

1. Determine nature of services client requires; refer to appropriate department.
2. Issue preliminary paperwork for completion, if needed.
3. Provide daily activity log of client intake.
4. Maintain lobby appearance daily, keeping it neat and orderly.
5. Stock and maintain informational materials in lobby.
6. Attend team and staff meetings, workshops and training, as required.
7. Other related duties as assigned by management.

Qualifications

Education and Experience

- High school diploma or GED required;
- Two-years of related experience, working with the public, receptionist, customer service, or interviewing skills.
- Bilingual in Spanish and English strongly preferred.

Or a combination of education and experience providing the knowledge, skills, and abilities to successfully perform the work.

The Ideal Candidate

In addition, the ideal candidate will possess the following knowledge, skills, and abilities:

- General computer skills, including, proficiency in Microsoft Office Suite applications, including Excel, Word, and Outlook; Office Hours.
- Working knowledge of standard office procedures and technologies (phone, computer, printer, photocopier, scanner, fax machine, calculator).
- Basic clerical skills (filing, math, calculator, data entry, legible writing.)
- Strong organizational skills; ability to handle multiple tasks simultaneously.
- Must have strong and effective communication skills (oral and written).
- Demonstrated ability to work harmoniously with people from varied cultural, socioeconomic, educational and experiential backgrounds.
- Independent thinking and sound judgement, based on strong intuitive skills.
- Valid driver's license and auto liability insurance required if personal vehicle used for work-related travel.

Compensation and Benefits

\$12.43 per hour

Benefits include:

- SIMPLE IRA retirement plan
- Employee assistance program
- Voluntary supplemental cafeteria plan
- Sick leave
- Vacation leave
- Paid Holidays depending on schedule

(Community Action reserves right to modify, amend, or terminate any benefit at any time for any reason.)

To Apply

Qualified candidates are encouraged to apply by providing **all** items requested to the address below. Consideration will be given to application packets that are received by the closing date and that contain:

- 1) a completed Community Action Application for Employment form*
- 2) a resume
- 3) a letter of interest identifying the position for which you are applying and describing how you meet the qualifications for the position.

Please direct all application materials to:

Employment@CommunityActionSkagit.org
or
Community Action of Skagit County
Attn: Employment
330 Pacific Place
Mount Vernon, WA 98273

Closing

Position is open until filled. Priority consideration given to application packets received by **Friday, January 18, 2018.**

Community Action of Skagit County reserves the right to extend application deadlines, to modify the selection schedule without notice, to form eligibility lists for, or make appointments to, other positions with similar employment requirements.

*application forms and job announcements are available at the above address and also at our website, www.CommunityActionSkagit.org

Community Action of Skagit County is an Equal Opportunity Employer.

Should you require accommodation in the application process, please contact us at the Employment email address shown above or (360) 416-7585.

