

## EMPLOYMENT OPPORTUNITY

### Resource Specialist

#### POSITION SUMMARY:

Represent Community Action of Skagit County and the Housing & Resource Center in a professional capacity, including frequent interaction with the public, both on the telephone and in person. Obtain preliminary information from persons seeking assistance and direct to appropriate service. Complete Coordinated Entry intake and assessment for eligible households. Assume confidentiality in all matters.

This is a full-time position, 37.5 hours per week.

#### JOB DUTIES and RESPONSIBILITIES INCLUDE:

1. Acts as first point of contact for individuals and families with housing and other resource needs.
2. Maintains a positive, service-oriented attitude at all times with the public, participants, volunteers, and coworkers. Interacts with participants in a respectful manner that fosters self-esteem and empowerment.
3. Conducts face-to-face and telephone interviews with individuals to identify proper resources and assistance to connect to those resources.
4. Conducts Coordinated Entry intake and assessment for homeless and at-risk households thoroughly and efficiently, with high attention to detail.
5. Shares responsibility for reception services at the front desk with other resource specialist.
6. Provides variety of direct services to the public, including critical needs vouchers, Basic Food outreach, and information on other Community Action and partner agency services.
7. May provide translation services.
8. Maintains organized, thorough, and timely documentation of services provided, which will include daily database entries for participants served.
9. Attends Community Action staff meetings and other meetings and trainings as required.
10. Other related duties as assigned by management.

#### QUALIFICATIONS INCLUDE:

##### Education & Experience

- AA Degree in Social Services or related field plus two years job-related experience working with the public, preferred;
- Or a combination of education and experience providing the skills, knowledge, and abilities to perform the work.

##### Skills and Abilities

- Spanish/English bilingual strongly preferred.
- Competent in Microsoft Office Suite applications including Excel, Word, Outlook. Experience with database management a plus.
- Working knowledge of standard office procedures and technologies (telephone, computer, printer, photocopier/scanner/fax machine, etc.).
- Ability to communicate clearly and effectively in person and over the telephone.
- Strong organizational and time management skills.
- Ability to perform accurate and timely data entry.

- Ability to work effectively with a minimum level of supervision.
- Ability to work harmoniously with a variety of people from varied cultural, socioeconomic, educational, and experiential backgrounds.
- Ability to establish and maintain effective working relationships with clients, coworkers, community partners, and the general public.
- Ability to maintain confidentiality and sensitivity to the needs and values of the diverse populations we serve, and to maintain professional boundaries at all times.
- Ability to defuse difficult situations.

#### **License(s) & Certification(s)**

- Must complete Family Development training within six months of hire.
- Valid driver's license and auto liability insurance required if personal vehicle used for work-related travel.

### **COMPENSATION AND BENEFITS**

\$15.40 per hour plus benefits

Benefits include:

- Medical Insurance including Rx and Vision
- Dental Insurance
- Life Insurance and AD&D coverage
- SIMPLE IRA Retirement Plan
- Employee Assistance Program
- Voluntary supplemental Cafeteria Plan
- Sick leave
- Vacation leave
- 12 Holidays per year
- 2 Personal Holidays per year
- Health club discount

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

#### **TO APPLY:**

**Please provide all items requested to the address below.** Consideration will be given to application packets received by the closing date and containing (1) a completed Community Action Application for Employment form\*, (2) your resume, and (3) a letter of interest identifying the position you are applying for and describing how you meet the qualifications for the position.

- [Employment@CommunityActionSkagit.org](mailto:Employment@CommunityActionSkagit.org), or
- Community Action of Skagit County, 330 Pacific Place, Mount Vernon, WA, 98273.

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

Community Action of Skagit County is an Equal Opportunity Employer.

*\*Application forms and job announcements are available at the above address and at our website, [www.CommunityActionSkagit.org](http://www.CommunityActionSkagit.org).*