

## EMPLOYMENT OPPORTUNITY

### Senior & Disabled Program Assistant

The Senior & Disabled Program Assistant will perform clerical and basic client support functions including resource and referral services, under the direction of the program specialist. This is a full time position at 37.5 hours per week.

#### JOB DUTIES and RESPONSIBILITIES INCLUDE:

1. Answer and respond to client phone calls.
  - Research as necessary, and provide referrals to other programs and resources.
  - Notify program specialist/coordinator of clients whose immediate needs cannot be addressed over the phone and require more in depth assistance.
2. Keep and maintain detailed case notes of client interactions, including phone calls.
3. Assist in organizing and maintaining client case files and ensuring they are up to date.
4. Enter client information into databases as directed by supervisor.
5. Assist in organizing and maintaining up to date database system.
6. Provide support functions for program at the direction of the program specialist and coordinator.
7. Cooperates with Community Action staff and other community resources to assist clients with emergencies.
8. May participate in service projects as needed.
9. Participate in agency and team meetings/trainings as required.
10. Other related duties as assigned by management.

#### QUALIFICATIONS INCLUDE:

##### Education & Experience

- High School Diploma or GED/HSE minimum required.
- Previous customer service experience preferred.

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

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

- Must have valid driver license and auto liability insurance if personal vehicle is used for work-related travel.

##### Skills and Abilities

- Bilingual (Spanish/English) preferred; additional languages helpful.
- Desire to work with elderly and disabled individuals.
- Excellent customer service skills required.
- Effective organization skills and solid initiative.
- Ability to work independently, and as a team member; self-motivated.
- Strong organization and time management required, with ability to multi-task.
- Ability to maintain confidentiality of sensitive client information.
- Ability to represent the agency positively within the community.

- Proficient in Microsoft Office Suite applications, including Excel, Word, Access, PowerPoint, Publisher and Outlook programs.
- Must have strong and effective communication skills (oral and written).
- Working knowledge of standard office procedures and technologies (phone, computer, printer, photocopier, scanner, fax machine) is needed.
- Demonstrated ability to work harmoniously with people from varied cultural, socioeconomic, educational and experiential backgrounds.

## COMPENSATION AND BENEFITS:

\$14.08 - \$15.95 per hour (DOE)

Benefits include:

- Medical & Dental Insurance including Rx and Vision
- Life Insurance and AD&D coverage
- SIMPLE IRA Retirement Plan (3% Employer Match)
- Employee Assistance Program
- Voluntary supplemental Cafeteria 125 Plan
- Paid Sick and Vacation Leave
- 12 Holidays per year (+2 Personal Holidays per Year)
- Health club discounts

*(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. Please submit the following:

(1) Community Action Application (2) Resume (3) Letter of Interest.

Application Packets should be submitted to: **employment@communityactionskagit.org**

You can find all job announcements and apply online on our website at [www.communityactionskagit.org](http://www.communityactionskagit.org)

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. Should you require accommodation in the application process, please contact our HR Department.

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