

EMPLOYMENT OPPORTUNITY

Service Screener

The Service 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 is a full time position at 37.5 hours per week.

JOB DUTIES and RESPONSIBILITIES INCLUDE:

1. Answer, screen, and direct incoming phone calls to agency's main line.
2. Greet, screen, and direct, clients, donors, and community members walking in to agency.
3. Direct phone calls to appropriate program or staff member.
4. Answer general inquiries from clients, donors, and community members.
5. Track number of calls and types of requests that come in over the phone, in person, and by email.
6. Maintain updated phone directory for both remote and in-office workers, including correct contact information and hours of availability.
7. Issue preliminary paperwork for completion, if needed.
8. Maintain lobby appearance daily, keeping it neat and orderly.
9. Arrange for back-up coverage when possible in the event staff are out sick or on vacation.
10. Open main agency door at the beginning of the day and ensure building is locked and secured at the end of the day.
11. Assist with updating signage as needed.
12. Provide general clerical support functions as assigned including data entry.
13. Participate in agency and team meetings/trainings as required.
14. Other related duties as assigned by management.

QUALIFICATIONS INCLUDE:

Education & Experience

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

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.
- Basic clerical skills (filing, math, calculator, data entry, legible writing) required.
- Work independently, and as a team member; self-motivated.
- Strong organization and time management required, with ability to multi-task.
- Excellent customer service skills.
- Ability to represent the agency positively.

- 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:

\$14.17 - \$17.72 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.

You can find all job announcements and apply online on our website.

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.
