

EMPLOYMENT OPPORTUNITY

Service Screener (Mount Vernon)

Represent Community Action of Skagit County and the Resource Center in a professional capacity, including frequent interaction with the public, primarily on the telephone, but also in person as needed. Will obtain preliminary information from people seeking assistance and help direct them to the appropriate service. Focus on assisting clients seeking basic needs, services and referrals over the phone.

This will be a full time position at 37.5 hours per week. Bilingual in Spanish/English strongly desired.

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. Track number of calls and types of requests that come in over the phone, in person, and by email.
5. Maintain updated phone directory for both remote and in-office workers, including correct contact information and hours of availability.
6. Issue preliminary paperwork for completion, if needed.
7. Maintain a positive, service-oriented attitude at all times with the public, participants, volunteers, coworkers, and partner agencies. Interact with participants in a respectful manner that fosters self-esteem and empowerment.
8. Screen individuals and families seeking emergency vouchers, bus passes, and as appropriate tangible basic need items.
9. 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 and track those vouchers and services in our client services database.
10. Prescreen clients for Basic Food eligibility; submit applicants through Washington Connection for Basic Food.
11. Provide general clerical support functions as assigned including data entry.
12. Provide coverage for agency Coordinated Entry and Resource Specialist, as needed.
13. Participate in agency staff meetings and trainings, as required.
14. Other related duties as assigned by management.

QUALIFICATIONS INCLUDE:

Education & Experience

- High School Diploma or GED/HSE minimum required. AA Degree in Social Services or related field preferred.
- 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.
- 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 defuse difficult situations.
- 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:

Starting wage between \$15.21 - \$19.02 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 Paid 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

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.
