

EMPLOYMENT OPPORTUNITY

Service Screener (Concrete, WA)

Represent Community Action of Skagit County and the East County Resource Center in a professional capacity, including frequent interaction with the public, both on the telephone and in person. Work closely with volunteers and interns to provide courteous service to all participants seeking assistance.

This could be a part time position at 25 hours per week or a full time position at 30 hours per week.

Residency in East County preferred.

JOB DUTIES and RESPONSIBILITIES INCLUDE:

1. Greet walk-in clients and announce their arrival to providers.
2. Answer telephones to provide information and schedule appointments.
3. Provide direct services to clients such as issuing critical needs vouchers and food handler permits; and assisting clients with applications for Basic Food, Housing, and Energy Assistance.
4. Cooperate with Community Action staff and other community resources to assist clients with stability supports and referrals.
5. Compile and record information for submitting reports in a timely manner.
6. Provide general office support services such as copying, faxing, scanning, stocking supplies.
7. Monitor and provide support for volunteers and interns.
8. Participate in agency staff meetings and trainings, as required.
9. Other related duties as assigned by management.

QUALIFICATIONS INCLUDE:

Education & Experience

- High School Diploma or GED/HSE minimum required. AA Degree preferred.
- Customer service, reception, and experience working with the public 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.
- Strong interpersonal skills.
- Basic clerical skills (filing, math, calculator, data entry, legible writing).
- 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.

- Competent in Microsoft Office Suite applications including Excel, Word, Outlook. Experience with database management a plus.
- 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:

Wage range between \$15.21 - \$19.02 per hour (DOE)

Benefits include: (for FT-partial for PT)

- 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.
