

COMMUNITY ACTION PLANNING COUNCIL

JOB POSTING

JOB TITLE	Intake Worker
DEPARTMENT	Family Center
JOB LOCATION	Watertown NY
POSITION GRADE	4
HOURLY RATE:	\$12.50 per hour
WORK HOURS PER WEEK	35 (Hours may vary, occasional evenings)
REPORTS TO	Assistant Family Center Director
EMPLOYMENT STATUS	Regular Full-time Non-Exempt

Job Summary: The Intake Worker is responsible for interviewing and assessing customers seeking Family Center services, including but not limited to Food Pantry, Utility / Rental Assistance, Holiday Programs and Tax Preparation. This position also serves as the primary contact for Fair Housing Resource and Referrals and provides support to the planning and coordination of an Annual Fair Housing Roundtable event. The Intake Worker provides coverage to switchboard / reception, greets agency customers and facilitates intake paperwork. This position requires direct customer contact, including intake and provision of services and/or referrals.

Minimum Required Job Qualifications

Education: Associate Degree in Human Services or related field.

Experience: One year experience in human services or customer service.

Required Skills: Exceptional communication, organizational and time management skills; able to balance multiple priorities; remain calm under pressure; adaptable and flexible, with above average computer skills, including spreadsheets.

Other Requirements:

- Must be able to provide own transportation to perform job duties and possess a valid driver's license free from infractions.
- Preference is given to qualified in-house applicants.
- Employment is conditional pending satisfactory background clearances at the time of hire, and employee will be required to sign an affidavit annually which states that he/she has not been indicated with a child abuse or neglect case within the past year.
- Community Action is a substance-free workplace. If required, employee must pass random, post-accident and reasonable suspicion drug testing.
- Occasional local travel during normal work hours. Must be able to sit for prolonged periods of time not to exceed four consecutive hours, manual dexterity, visual acuity to operate a computer, must be able to handle multiple priorities and deadlines. Able to lift/carry food boxes averaging 25 pounds.

To apply, submit letter of interest, resume and application form to Community Action Planning Council, 518 Davidson Street, Watertown NY 13601, Fax 315-785-0892 or email hr@capcj.org. Application form available at www.capcj.org. Applications accepted until position is filled.

EOE/AEE