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**Job Description**

Job Title: Community Services Specialist

(Grade 11)

Department: Housing Services

Supervisor's Title: County Site Manager or Energy Program Manager

1. General Purpose of the Job: Assess needs, complete applications, and determine eligibility for customers applying for Agency services. Experience with common microcomputer applications to include database programs and basic word processing and data entry.
2. Minimum Level of Education/Experience Required: BA/BS in Human Services, or a related field, or a combination of education with experience working in human service agency. Must be proficient in data entry.
3. License or Certificate Required:
  - A. Valid Iowa or Illinois Driver's License
  - B. Proof of current automobile insurance
4. Primary Duties and Responsibilities:
  - A. Provide intake for multiple agency programs
  - B. Data enter accurate household/program information into agency data base
  - C. Make appropriate referrals to other agencies for additional customer needs
  - D. Strictly adhere to program guidelines/regulations in determining eligibility
  - E. Establish working relationships with other community resources and program vendors
  - F. Initiate contact and respond to inquiries from customers
  - G. Problem solve customer crisis situations by utilizing host of resources
  - H. Submit program/activity reports as requested
  - I. Assist in identification and delivery of special projects unique to the county office
  - J. Complete in home visits as required
  - K. Assist in reception/screening duties as requested
  - L. Attend meetings/trainings as required.

5. Physical Demands:

A. Approximate amount of on-the-job work time spent in the following activities:

	Rarely or Never	Up to 1/3	1/3 to 2/3	2/3 and More
Stand			X	
Walk			X	
Sit				X
Use hands to finger, handle, or touch				X
Reach above shoulders	X			
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk or hear				X
Taste or smell	X			
Use foot/feet to operate machinery	X			

B. Approximate amount of force to be exerted or weight lifted:

	Rarely or Never	Up to 1/3	1/3 to 2/3	2/3 and More
Up to 10 Pounds		X		
Up to 25 Pounds	X			
Up to 50 Pounds	X			
Up to 100 Pounds	X			
More than 100 Pounds	X			

Describe the specific job duties that require the physical demands selected above:

Filing, moving files from office to storage, data entry, heavy phone utilization.

6. Tools/Equipment Used:

	Rarely or Never	Up to 1/3	1/3 to 2/3	2/3 and More
Office Equipment				X
Computer				X
Motor Vehicle Operation		X		

7. Work Environment:

A. Approximate amount of exposure to the following environmental conditions:

	Rarely or Never	Up to 1/3	1/3 to 2/3	2/3 and More
Wet/humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Risk of electrical shock	X			
Vibration	X			
Work/job related travel		X		

B. Amount of noise typical for the work environment for this job: Moderate levels of noise, typical to office environment.

C. Describe the specific job duties that are affected by the environmental conditions selected above: Travel to staff training, occasional in home visit travel

8. Protective Clothing/Equipment Required:

Not applicable

9. Supervisory Responsibilities: None

*This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

Job Description Last Reviewed: 4/2/19 By: RL