



Community Services Specialist

Department: Housing Services

Pay Grade: 11

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

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.

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.

License or Certificate Required: In addition to the requirements above this position must have a valid Iowa or Illinois Driver's License and proof of current automobile insurance

Supervisory Responsibility: None

Eligible for Telecommuting: Yes

Schedule: Set Schedule

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.

Physical Demands	Rarely or never	Up to 1/3 of the time	1/3 to 2/3 of the time	2/3 of the time+
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			
Lift up to 10 Pounds		X		
Lift up to 25 Pounds	X			
Lift up to 50 Pounds	X			
Lift up to 100 Pounds	X			
Lift More than 100 Pounds	X			
Routine office equipment				X
Use small kitchen appliances	X			
Motor vehicle operation		X		
Work in wet/humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Work near fumes or airborne particles	X			
Work with toxic or caustic chemicals	X			
Work in outdoor weather conditions	X			
Work near risk of electrical shock	X			
Work with or near vibration	X			
Work/job related travel		X		
Noise: Moderate levels of noise typical to an office				
Protective Clothing/Equipment Required: 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: 4/8/2020 By: RL