



POSITION ANNOUNCEMENT

To Provide Services, with Dignity and Respect, That Help People Become Self-Sufficient

www.caoginc.org

POSITION/TITLE: Support Specialist/Program Assistant

POSITION LOCATION Community Action (Emergency Services) - Batavia

PAY/HOURS: \$11.10/hour, 20 hours per week

QUESTIONS OR RESUME TO:

Susan Jessmer, HR & Payroll Administrator
409 East State Street
Albion, NY 14411
hr@caoginc.org 589-5605

RESPOND BY November 9, 2018

Note: Internal Candidates may respond with a letter of interest and resume.

MAJOR RESPONSIBILITIES

The Support Specialist/Program Assistant is responsible for assisting the Case Manager with office procedures as well as limited Emergency Services Program operations involving client cases.

- Check voice messages, e-mail, and fax machine and respond to all inquiries.
- Schedule appointments.
- Answer phones and assisting callers, including but not limited to, referring callers to other agencies.
- Compile data for monthly reports.
- Interview clients and input information into agency database in Case Managers absence.
- Voucher invoices for payment.
- Record and order office supplies as needed.
- Assist with donations and upkeep of Clothing Pantry
- Assist with deliveries and upkeep of Food Pantry
- Maintain clean office area.
- Regular upkeep procedure of postal meter
- Maintain Confidentiality regarding Agency client and business information.

REQUIRED MINIMUM QUALIFICATIONS

- High School Diploma with experience and knowledge in area of Human Services or Social Work.
- Applicant must have knowledge of general office operational functions.
- Knowledge of human service agencies in Genesee County helpful.
- Must be able to work well with all people and treat all with dignity and respect.
- Must possess knowledge in computer operating systems (Excel) and application software used in performance of the duties related to this position.
- Individual should be highly organized.
- Must possess valid driver's license, acceptable driving record, and insurance coverage limits per agency policy.