

Jackson-Vinton Community Action, Inc.
118 New York Ave
Wellston, Ohio 45692

Job Description
November 2022

Qualifications:

High school diploma or equivalent required. Relevant experience in customer services, preferred. Position requires excellent typing skills and extensive experience with computers and software, including Excel, Word, scanning documents, and internet utilization. Must have strong math skills, strong oral and written communication skills, and have effective interpersonal, organizational and time management skills. Good working knowledge of multi-line phone system and office equipment needed. Must be able to manage multiple tasks well, willing to work flexible hours, and comfortable working in a fast paced environment. Must submit to and have a favorable BCII Background Check and Drug/Alcohol Screening. Must have a valid Ohio Driver's license, have reliable transportation and be insurable under the agency's fleet policy.

Major Duties and Responsibilities:

Provide information about Agency Program Services, EX: Emergency Services, and assist with scheduling customer appointments and detailed information of required documentation needed for program assistance.

Must be willing to read and comprehend state and federal guidelines to ensure program compliance. Must develop a process to adjust to program changes quickly, be dependable to ensure customer services are provided timely and perform all follow up contacts when necessary, and follow supervisor's directions.

Conduct face-to-face customer intake at each assigned site, collecting customer information for emergency services, utilizing both oral and written communication skills and obtaining income documentation and other pertinent customer records, as required.

Input customer data in the State of Ohio's web-based application, securing required documentation of customer eligibility and ensuring all data including income calculations, household members, and assessment of financial assistance is timely, accurate, and complete.

Provide documentation and proof of program benefits to both the customer and fuel vendors of authorized assistance and all necessary follow up, in a timely and professional manner.

Provide outreach assistance to the following but not limited to: homebound customers, in need of emergency assistance, who are not able to travel to the Agency's intake site themselves, or do not have an authorized representative willing to secure the assistance on their behalf. This requires applicant to utilize their own vehicle to travel to various locations in Jackson or Vinton County to make home visits.

Assist with the assigned duties for the daily operations of the Emergency Services Program and other programs, including, but not limited to, general office duties, handling both incoming and outgoing correspondence, answering incoming phone calls, and filing of customer records.

Gather data from customers to provide referrals for other agency services and develop a system to relay messages to appropriate staff to ensure communications from customers are being delivered timely and accurately.

Ability and willingness to gain specific knowledge of other local programs that are available to use in conjunction with or in place of agency services, to help meet customer needs and provide customer with accurate and current information on all relevant programs.

The individual must be willing to work with and be sensitive to the needs of low-income, elderly and minority customers, and at all times must treat our customers with dignity and respect.

Must comply with all Agency Policies and Procedures, including working safely, all State and Federal Employment Laws, Civil Rights compliance, and the Americans with Disabilities Act

Assist the agency with receptionist duties in the absence of the receptionist due to illness, vacation leave and lunch breaks, as assigned.

Attend meetings, webinars, and other training sessions, including some overnight travel, when deemed necessary to secure needed information for the position.

The Intake Clerk will deal with issues that are confidential and privileged in nature and must maintain that confidence.

The position of Intake Clerk requires that you are always loyal to the agency and its mission. Even in the event that you are not in agreement with the direction of activities, the holder of the position must support the agency.

Do any and all things necessary to assure the smooth operation of the agency as requested by administration.

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, **who** will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

This Job Description in no way is to be construed as an employee contract.

The duties and requirements of this job description have been reviewed with the below-signed employee.

Intake Clerk (Employee)

Date

Executive Director

Date