

## Missouri Valley Community Action Agency

Job Title: Community Services Support Assistant Department: Community Services  
Reports To: Community Services Manager Supervises: N/A  
Classification: Non-Exempt Salary Range: Category 2

### Summary:

This position provides clerical support to the Family Resources Center staff and performs the duties that are essential to the overall operation of the Agency.

This position promotes and provides opportunities to staff to embody the agency mission which is “To Engage Communities and Coordinate Resources to Improve the Lives of People Experiencing Poverty”. Program operation is designed around the mission, vision and values of the agency to meet both program and agency strategies and goals.

### Essential Functions:

- Assures coverage of the telephone and reception area
- Greets customers to determine the nature of business
- Schedules appointments as needed
- Pulls customer files for appointments
- Files customer applications and documentation as requested
- Copies/scans documents as requested
- Performs other clerical duties as requested
- Maintains strict confidentiality
- Maintain records in accordance with Agency, local, State and Federal regulations
- Must participate in required training
- Maintain general knowledge of all Agency programs

### Competencies:

- Must demonstrate strong customer service and computer skills when dealing with customers and issues they present.
- Must communicate well and be reasonable.
- Must have organizational skills and manage time efficiently.
- Must demonstrate reliability by maintaining good attendance.
- Must have the ability to follow oral and written instructions.
- Must have flexibility.

### Supervisory Responsibility:

- N/A

### Work Environment:

- County Office
- Professional office environment
- Requires the use of standard office equipment including computers, phones, photocopiers, fax machines, and laminating machines.

### Physical Demands:

- Mainly a sedentary position
- Ability to operate a computer and keyboard, printer/copier, and other office equipment.
- Ability to do lifting and carrying of not more than 30 lbs.

**Position Type and Expected Hours of Work:**

- Non-Exempt, part-time (25 hours a week, 5 days a week; 9 am to 12 pm and 1 pm to 3:30 pm)

**Travel:**

- No travel is required of this position.

**Required Education and Experience:**

- High School Diploma or GED

**Preferred Education and Experience:**

- N/A

**Additional Eligibility Qualifications:**

- Negative results of initial and random drug testing
- Family Care Safety Registry and fingerprint criminal background screening with acceptable results
- Valid driver's license and access to an insured vehicle

**Expectations:**

- Perform duties with a focus on safety and wellness
- Adhere to agency policies and code of ethics

**Other Duties:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

**Work Authorization:**

- Verification of identity and authorization for employment in the United States (I9 and E-Verify)

**EEO Statement:**

MVCAA provides equal employment opportunity to all individuals regardless of their race, color, religion, sex, age, national origin, disability unrelated to ability to do a job, gender identity, sexual orientation, military services, veteran status, pregnancy, childbirth, genetic information or any other characteristic protected by law.

**Signatures:**

Program Director \_\_\_\_\_

Human Resources Director \_\_\_\_\_

Employee: \_\_\_\_\_

Date: \_\_\_\_\_