



Client Services Specialist
Job Description /
Physical Requirements and Potential Hazards

Supervisor(s): Client Services Manager

FSLA Status Non Exempt

Supervises:

EEOC code:

L & I code:

Effective Date: 8/19/2017

Revision Date: 8/21/18

Requirements:

ESSENTIAL JOB FUNCTIONS:

- Determine customer need, screen for program eligibility, identify resources and available options and where appropriate, contact service provider(s), advocating for customer need;
- Help customers to understand their situation and identify choices to relieve crisis;
- Prepare and submit completed direct service vouchers;
- Maintain current information on community and social service resources to assure customers are aware of and / or receive all benefits available to them;
- Work with service providers to achieve the maximum benefit for the customer;
- Assist in seeking new resources for customers facing emergent situations and in maintaining good relationships with existing donors;
- Consult with Home Fund Supervisor on program policies and procedures;
- Attend workshops, training and meetings as required;
- Keep customer confidentiality;
- Inform customers about basic food program and assist with application if needed

KNOWLEDGE SKILLS AND ABILITIES:

- Professional demeanor to meet and greet OlyCAP customers and personnel.
- Basic telephone skills and etiquette.
- Basic Microsoft Office Skills
- Ability to interface with a diverse customer base in a calm and respectful manner

QUALIFICATIONS:

- Highly motivated and willing to participate in program activities and interact effectively with others;
- Experience in social service field preferred;
- Well-developed interpersonal and communication skills;
- Aptitude for making accurate assessments of client needs;
- Ability to handle stress of working with people in crisis;
- Ability to coordinate and track the delivery of direct services;
- Basic office skills;
- Computer literate: data base knowledge preferred.



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PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position that can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

- NA:** Not applicable, not required of this position.
- NE:** Requirement is present, but is not essential to the position.
- O:** Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)
- F:** Frequent, 34-66 percent of the time.
- C:** Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting				x	
Walking			x		
Standing			x		
Running	x				
Bending or twisting			x		
Squatting or kneeling			x		
Reaching above shoulder level		x			
Climbing (e.g. ladders)	x				
Driving cars, light duty trucks			x		
Driving heavy duty vehicles	x				
Using foot controls	x				
Repetitive motion of hands/fingers				x	
Grasping with hand, gripping				x	
Lifting/carrying 10-25 pounds		x			



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	NA	NE	O	F	C
Lifting/carrying 26-50 pounds		X			
Lifting/carrying more than 50 pounds	X				
Pushing/Pulling			X		
Work in/exposure to inclement weather	X				
Work in/exposure to cold water	X				
Exposure to dust, chemicals or fumes	X				
Work/live in remote field sites	X				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	X				
Work at heights (e.g. towers, poles)	X				
Exposure to infection, germs or contagious diseases			X		
Exposure to blood, body fluid, or potentially contaminated materials	X				
Exposure to needles or sharp implements	X				
Use of hot equipment (e.g., ovens)	X				
Exposure to electrical current	X				
Seeing objects at a distance			X		
Seeing objects peripherally	X				
Seeing close work (e.g., typed print)				X	
Distinguishing colors		X			
Hearing conversations or sounds				X	
Hearing via radio or telephone				X	
Communicating through speech				X	
Distinguishing odors by smell	X				
Distinguishing tastes	X				
Exposure to wild/dangerous animals	X				



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	NA	NE	O	F	C
Exposure to insect bites or stings	x				
Work/travel in boat/small aircraft	x				
Exposure to aggressive/angry people		x			
Other:					
Other:					

Other physical or mental requirements of this position that have not been addressed above?

I have read, understand and am able to perform the essential job functions; and physical requirements and potential hazards of this position with or without reasonable accommodation.

Employee Signature

Date