



Service Center, Resource Specialist

Position: Full Time / Regular Non-Exempt

Supervisor: Service Center Manager

SUMMARY: This position is primarily responsible for the provision of services in the agency Service Center which serves as the agency's first contact to initiate and access services. This employee provides direct service to clients and performs clerical duties. The employee will provide intake and general assessment(s) for all clients, new and existing.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Service Center Desk(s):

1. Provide scheduled, non-scheduled and phone customers information about the agency such as location and services provided.
2. Greet persons entering establishment, determine nature and purpose of visit and direct or escort them to appropriate destinations.
3. Monitor use of outside spaces by both entrances, waiting area and physical access to office space and as necessary, intervenes to ensure orderly, safe and secure use of facility.
4. Assist clients with mail, clothing, thrift store voucher, nutrition and hygiene items, and other miscellaneous assistance.
5. Assist staff and/or clients to: secure needed program(s) eligibility documentation, complete intake and other informational forms, and/or secure appointments with partner agencies/services.
6. Assist Service Center Program Manager by researching and compiling external financial, housing, and miscellaneous resources for client referrals.
7. Participate with team to identify, develop and implement best practices for services.

Clerical:

1. Enter individual client services rendered by Service Center staff into the appropriate client database.
2. Maintain inventory of department supplies reporting needs to the Service Center Manager.

General Duties:

1. Adhere to Agency and Department policies and procedures.
2. Participate in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Perform other duties as designated by supervisor or agency

QUALIFICATIONS/KNOWLEDGE:

1. High School diploma or general education (GED) required; Associates degree preferred.
2. Proficient in Microsoft Office and excellent communication and interpersonal skills.

PERSONAL:

1. Veteran preferred.
2. Excellent organizational, multi-tasking and time management skills.
3. Compassionate, energetic and team focused.

BENEFITS:

This position is full-time at 40 hours/week with liberal PTO policy, 401K and health benefits.

HOW TO APPLY:

A resume and cover letter should be submitted to jobs@osdtn.org. No phone calls please. Selected candidate must pass a drug test and background check.