**CLARKSVILLE-MONTGOMERY COUNTY COMMUNITY ACTION AGENCY**

**Job Description**

**Community Intake Assistant**

**Full-Time/Non-Exempt**

**SUMMARY:** This position is the first point of contact at the front desk of the central office. The Community Intake Assistant will need to be knowledgeable of program rules, regulations and make appropriate referrals; assist clients in obtaining services offered in Community Programs; complete monthly reports of services provided; assistance with application intake; answer all incoming calls and direct to appropriate person or department; organize and submit monthly office supply orders; and assist the Executive Director and Programs Director with daily activities

**SUPERVISOR:** Community Programs Director

**QUALIFICATIONS:** At a minimum, applicant must have a high school diploma or GED; excellent written and verbal communication with clients, staff and partners; must have the ability to associate with people in all areas of race, gender, and age; must have computer skills specifically in Word and Excel; and must have a professional and positive work ethics; must be willing to participate in training; must be willing to submit to drug testing when required; must have a clear criminal record; must have a current Tennessee drivers’ license, reliable transportation, as well as, the state required minimum vehicle liability insurance and uninsured motorist coverage.

**RESPONSIBILITIES:**

1. **PROGRAM AREA RELATED:**
	1. Conduct outreach activities designed to assure that eligible households are made aware of the assistance available;
	2. Assure that all disbursement of funds is in accordance with existing regulations;
	3. Attend meetings and training seminars as required;
	4. Work with low income families to include homeless individuals and families:
	5. Plan, monitor, assist clients with application and required documentation;
	6. Maintain accurate client files;
	7. Provide information to potential clients, staff and interested community groups regarding program eligibility and guidelines;
	8. Assist when needed with developing and implementing program policy and procedures;
	9. Assist with the preparation and distribution of Commodities; and
	10. Perform other duties as assigned.
2. **AGENCY RELATED:**
	1. Observe the agency’s confidentiality policy regarding participants, records, technology, reports, and staff;
	2. Adheres to professional ethics and standards;
	3. Establishes and fosters good working relationships within the agency;
	4. Demonstrates work habits that comply with Agency Personnel Policies and Procedures;
	5. Acts as representative of Clarksville-Montgomery County Community Action Agency in the community;
	6. Serves as an advocate for the participants in every program of the agency;
	7. Keeps a positive attitude toward all aspects of the Agency and seeks ways to improve delivery of services;
	8. Contributes to the efforts of the Agency to meet or exceed Federal, State, and Local licensing requirements;
	9. Adheres to current policies and procedures in a professional manner; and
	10. Additional tasks as assigned.

**Physical Requirements:**

**Strength Reaching Climbing**

 🗹 Standing – up to 25% 🗹 Handling – 60% or more 🗹 Stairs – less than 20%

 🗹 Walking – up to 25% 🗹 Fingering – 60% or more

 🗹 Sitting – up to 75% 🗹 Feeling – 60% or more

 🗹 Lifting – up to 40 lbs 🗹 Eye-Hand Coor. – 60% or more

 🗹 Carrying – up to 40 lbs 🗹 Foot-Hand-Eye Coor. – 60% or more

 🗹 Pushing – up to 40 lbs

**Communicating Hearing Stooping**

🗹 Ordinary – 60% or more 🗹 Ordinary – 60% or more 🗹 Kneeling – 60% or more

 🗹 Crouching – 60% or more

**Seeing** 🗹 Turning/Twisting 0 60% or more

🗹 Acuity: Near – 60% or more 🗹 Bending at Waist – 60% or more

🗹 Acuity: Far – 60% or more

🗹 Depth Perception – 60% or more

🗹 Accommodation – 60% or more

🗹 Field of Vision – 60% or more

**Working Area Temperature**

🗹 Inside – 95% or more of the work day 🗹 Changing Temperature – between 20-60%

 🗹 Outside – 5% of the work day

**Atmospheric Conditions Noise**

 🗹 Odors – between 20-60% 🗹 Noise Level – less than 20%

**Mental Requirements:**

* Understand and carry out oral instructions- 60% or more 60% or more
* Read and carry out simple written instructions 60% or more
* Read work orders, scrap tickets, job lot tickets, graphs, logs, schedules 60% or more
* Read and carry out complicated instructions 60% or more
* Prepare detailed records or reports such as inventory records, receiving reports,

operating logs, lab analyses, quantities, etc. 60% or more

* Estimate size, form, quality or quantity of objects 60% or more
* Count, make simple arithmetic additions, and subtractions 60% or more
* Plan own work activities 60% or more
* Plan work activities of others less than 20%
* Direct work activities of others less than 20%
* Coordinate work activities of others between 20-60%
* Train other workers 60% or more
* Work alone 60% or more
* Work as a member of a team 60% or more
* Work without supervision 60% or more
* Work with minimum amount of supervision 60% or more
* Work under pressure 60% or more
* Work rapidly for long periods 60% or more
* Work on several tasks at the same time 60% or more
* **All offers of employment are contingent upon clear results of a thorough background check, drug/ alcohol test..**
* **All employees must meet qualification standards that are job related and consistent with business necessity and must be able to perform the essential functions of the job with or without reasonable accommodations.**
* **The above is intended to describe the general content and requirements for the performance for this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.**
* **This document is not intended to create a contract, nor is it to be construed to constitute contractual obligations of any kind or a contract of employment between CMCCAA and you.**
* **CMCCAA is an Equal Opportunity Employer and hires without regard to race, color, sex, age, disability, or national origin. This job description is not intended to be all- inclusive; employees may perform other related duties as necessary to meet the needs of the organization.**

**ACKNOWLEDGMENT:**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, have received a copy of the job description for my position, and I have read and understood the contents therein.

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Employee Name (Print)

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Employee Signature Date

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Supervisor Signature Date