



https://caagkc.org/?post_type=jobs&p=4696

RESOURCE SPECIALIST

Description

Community Action Agency of Greater Kansas City is a nonprofit organization providing programs and services to low-income residents of Jackson, Platte and Clay counties, Missouri.

Responsibilities

Perform client interviews and educate clients on programs and services guidelines, rights and responsibilities
Maintain knowledge of agency programs and eligibility criteria and inform participants of additional CAAGKC programs and services they may qualify for
Collect, verify and certify all program intake information according to program guidelines
Precisely enter information into all required database
Maintain accurate records and notes
Assist with front desk duties, co-workers and participants as needed
Perform excellent customer service to clients, staff and vendors by telephone, in person and/or in writing
Adjust to frequent changes in duties and procedures and adhere to deadlines
Be non-judgmental and objective in working with clients, vendors and coworkers
Ability to schedule appointments, work independently and/or team setting and adhere to deadlines
Ability to work efficiently and effectively in high stressful situations
Represent CAAGKC at special events, meetings and/or remote locations to collect and/or inform applicants of programs and services
Any other duties as assigned

Qualifications

High school diploma or GED
Two (2) year experience in clerical support, social services, customer service and/or related field
Type 45 words per minute and basic math skills
Experience working proficiently in multiple software systems at one time
Ability to read, comprehend, and follow training manual guidelines and procedures
Experience working with the public
Excellent listening and assessment skills
Proficient in alpha-numeric filing, Microsoft Office products: word, excel, and outlook and ability to learn State agency database
Experience using email, facsimile machine, scanner and copier
Some evenings and weekends required occasionally
Reliable transportation, active driver license and car insurance

Physical Demands

Sitting – 80%
Standing – 10%
Bending – 5%
Lifting – 5% ability to lift at least 25 lbs.

Work Environment

Employment Type

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Duration of employment

Permanent

Industry

Non-Profit

Job Location

Kansas City, Missouri, United States

APPLY NOW

In office – 80%
Out of office – 20%