

SPECIAL SERVICE FOR GROUPS  
**JOB Announcements**

**Title:** Customer Service Representative  
**FLSA:** Non-Exempt, Full Time  
**Supervisor:** Program Manager

**Division:** CES Access Center  
**Pay Range or Rate:** DOE  
**Revised:** 07/08/20

Summary

Under the direction of the Access Center Program Manager the Customer Service Representative will conduct eligibility screenings, administrative support and program coordination activities in order attach individuals to the Coordinated Entry System. S/he will assist in the coordination of pre-screenings, VI-SPDAT completions, scheduling assessments, referrals and linkages, record keeping and other related work as required.

Essential Functions

- Perform general office/clerical, including making and receiving phone calls; greet and receive visitors; schedule Initial Assessment appointments, prepare client files, verify eligibility at first face to face contact with potential clients, copy and fax, retrieve and respond to voice messages within 24 hours;
- Customer Service Representative shall assist clients in obtaining additional services needed including but not limited to : mainstream benefits, housing linkages( including crisis and bridge housing), substance abuse and mental health services, employment services, vocational services, education, legal services, credit counseling, money management, tenancy education, landlord relations, life skills training, family reunification, etc.
- Customer Service Representative will assist enrolled/engaged clients in assessing progress toward personal, housing placements, and income goals outlined on the IHSSP and to document progress in these areas supporting the participant's rapid transition to permanent housing.
- Customer Service Representative will complete a monthly update to assess engaged/enrolled clients progress towards achieving the goals of their IHSSP.
- Complete a CES survey packet (individuals) or Next Step Tool (youth) with all homeless single adults who have not previously been administered the survey packet.
- Perform follow-up contact with clients that have been placed in successful housing placements and document the follow-up contact in client's files.
- Collect data and enter information into information systems and HMIS;
- Assist with addressing HMIS data errors if any.
- Complete the VISPDAT with Clients
- Provide crisis intervention (Triage) and support including meals, hygiene, clothing crisis housing.
- Conduct pre-screening eligibility interviews and internal referrals as needed
- Work in coordination with CES Staff
- Must utilize processor, create spreadsheets and database applications and conduct internet research as necessary.
- Maintain communication and work with the building security team.
- Create, maintain and track donations for Crocker site
- Responsible for issuing, tracking and reconciling bus tokens
- Enroll participants and enter data into HMIS within 24-72 hours of initial assessment.
- Prepare project reports in accordance with funding requirements.
- Attend in all mandatory program and division meetings and trainings, as assigned by his/her supervisor and division director.
- Assist with preparation for meetings and trainings and other group sessions as assigned by the Program Compliance Manager.
- Maintain appropriate boundaries; and adhere to SSG's Code of Ethics and HOPICS Core Values.
- Represent the Agency in a professional manner at meetings and community events.
- Maintain files/records on client services in compliance with HIPAA, 42 CFR Part 2 and other funding requirements for audit purposes.

- Regular attendance required.
- Other duties as needed.

### Secondary Functions

Perform other duties as assigned by the Program Compliance Manager. Overtime, holiday, or weekend work may be required.

### Minimum Qualifications - Knowledge, Skills and Abilities Required

High School Diploma or GED equivalent. More than one year of clerical experience. Basic knowledge of Microsoft Word, Excel, and Internet. If in recovery, a minimum of three (3) years of being drug and alcohol free is required. Knowledge of basic filing structure, ability to organize and manage multiple priorities. Ability to do concise documentation and effectively communicate in written and verbal form. Experience working with homeless families and the ability to work with clients from diverse culture, ethnic and socio-economic backgrounds. Attention to detail and punctuality are required, Bilingual English/Spanish required. Neat and professional appearance. TB test, CPR and First Aid certification required. ***(Note: Results may not be more than (3) months prior to or (7) days after date of hire and renewed annual thereafter.)***

### Supervisory Responsibilities

This position does not have any supervisory responsibilities.

### Environmental Conditions (Working Conditions)

This position is responsible to work in “client friendly” environments and may be required to visit other shelters and partner agencies. There is some responsibility to work in noisy environments where children and unstable adults are few to talk loud and expressive.

### Physical Requirements

The Intake Specialist/Receptionist staff typically spends time sitting, standing, walking, driving, carrying (max .25lbs), listening, speaking, and typing.

### Mental Requirements

This position will require the individual be able to handle any/all of the following: constant distractions, interruptions, uncontrollable changes in priorities/work schedules: to be able to process information, think and conceptualize.

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Please email your resume to: [jobs@hopics.org](mailto:jobs@hopics.org)

**Include the position title in the Subject.**

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