

Highland Rim Economic Corporation

Title: Neighborhood Service Center Supervisor	Reports To: Director of Programs
Status: Non-Exempt	Department: CSBG, Liheap, Comm
Skill Level:	Pay Grade:
Location of Work:	

Description:

This is responsible administrative work supervising and assisting with the daily operations of a satellite Neighborhood Service Center and providing assistance to individuals who qualify for the programs offered by the agency. Activities associated with the job include assisting with determining eligibility for each program, preparing and maintaining financial records, monitoring commodities inventories, and preparing monthly and annual reports. Additional activities include supervising the activities of volunteers, referring clients to appropriate resource providers for assistance, maintaining productive relationships with service providers, assisting with maintaining a client tracking system, and compiling program data and statistics. Incumbents are also responsible for assisting with general administrative duties including typing correspondence, handling phone calls, assisting with reports, filing documents, formatting and duplicating forms for program use, data entry responsibilities, and assisting clients with questions and concerns. Job responsibilities require considerable knowledge of the regulations and guidelines for each program, ability to assist with daily office administrative functions, some supervisory experience and good organizational, interpersonal and administrative skills. Job performance is evaluated by the Director of Programs through review of the level of assistance provided for clientele, efficiency and effectiveness of service Center operations, accuracy, thoroughness and timeliness of financial transactions and related reports, effectiveness of services provided to constituents and organizational, interpersonal and decision-making skills. Job activities are also subject to programmatic and independent audits.

Responsibilities:

- Assists with ensuring that all policies and procedures are followed to ensure compliance with federal, state, and local regulations pertaining to agency programs.
- Supervises and directs the activities of program volunteers assisting with Neighborhood Service Center operations.
- Provides intake and application functions for all services provided by the agency.
- Assists with ensuring the maintenance of accurate and thorough records for all agency contacts, participants and applicants both manually and through data entry.
- Assists with implementing program components and participates in the outreach and recruitment of participants.
- Establishes and maintains productive relationships with local and regional service providers to coordinate referrals and prevent the duplication of services.
- Assists with the preparation and maintenance of correspondence for CSBG programs offered by the agency.
- Performs general administrative functions including typing correspondence, assisting with reports, filing documents, answering phones, etc.
- Formats and duplicates forms for program use.
- Participates in training sessions for staff, contractors, and vendors on issues pertaining to funding, program requirements, etc.

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- Assists applicants and/or clients with issues and concerns regarding agency programs.
- Assists county target area groups with coordinating their efforts with program guidelines and Community Action Agency objectives.
- Assists with maintaining the filing system and logs for the client tracking system.
- Assists with performing data entry duties for the agency program by entering applicant information.
- Evaluates the services and activities of the center on an annual basis and makes recommendations for improvement.
- Serves as a liaison with central office staff and each service area.
- Assists with ensuring that appropriate closeout procedures are conducted for each client served.
- *Performs other duties as assigned to meet the needs of the organization*

Qualifications/Requirements:

- Graduation from an accredited four year high school
- Possession of a valid Tennessee Driver's License and the ability to be insured at standard vehicle liability rates.
- The incumbent is subject to a pre-employment and random drug and alcohol screening.
- Bilingual (English/Spanish) preferred.

Knowledge and Skills:

- Considerable knowledge of the regulations governing agency programs.
- Considerable knowledge of regional and local social service agencies that provide emergency assistance to the low income population.
- Considerable knowledge of modern accounting practices and procedures including reconciling accounts utilizing a system of offsetting debits and credits.
- Considerable knowledge of office administration methods and practices including the creation and storage of program related records and documentation.
- Considerable knowledge of acceptable format and grammatical use for business related correspondence and reports.
- Ability to communicate effectively with government officials, staff, clients, vendors, and the public.
- Ability to interact in an effective and compassionate manner with individuals from a variety of socio-economic backgrounds.
- Ability to effectively supervise and direct the activities of program volunteers.
- Ability to maintain and adhere to established policies and procedures established to ensure program compliance.
- Ability to perform basic mathematical calculations including addition, subtraction, multiplication, and division.
- Ability to maintain program related records and documentation in an organized and accessible manner.
- Skill in the operation of modern office equipment including computer terminals, copiers, fax machines, calculators, telephones, etc.

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- Skill in the use of computer software programs including spreadsheet, database management, word processing and proprietary applications (approximately 45 wpm).

Physical Requirements:

Work is conducted in normal office environment. Extensive phone use. Extensive use of video terminal and keyboarding. In normal work day, may stand/walk three hours a day, may sit five hours a day, may drive three hours a week, may use hands for repetitive grasping, pushing and pulling, typing and fine manipulation four hours a day, may use hands at or above shoulder level for one hour a day. In normal workday, may bend, squat, and /or climb frequently. Incumbent is required to regularly lift and move up to (50) fifty pounds. Local travel required as well as occasional out of town travel. May require walking or standing to a significant degree, or sitting most of the time with a degree of pushing and pulling of arm and or leg controls. Travel up to 25-50%.

The required physical demands described above are not all inclusive in describing the demands that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description is not intended to be all-inclusive; employees may perform other related duties as negotiated to meet the need of the organizations.

Signature: _____ Date: _____