



COMMUNITY ACTION PARTNERSHIP OF LAKE COUNTY

## **Job Announcement**

**Announcement Date:** January 8, 2021

**Position Title:** Client Service Assistant / Data Entry

**Department:** CSBG – Community Service Block Grant

**Location (s):** Round Lake, Waukegan

**Position Type:** Full Time/Regular – Full Year

**Hours Available:** Monday – Friday / 8:30 am – 5:00 pm

**Reports to:** Systems Operations Manager

**MAJOR RESPONSIBILITIES:** *Other duties may be assigned*

Provide administrative support to CSBG case management and leadership team members. Provide program information to clients as directed by department leadership. Process client information for programs. File client information and data. Assist with client reception coverage as directed and answer questions about organization programs. Provide callers with address, directions and other vital information.

### **ESSENTIAL DUTIES:**

- Enter and retrieve client information for reporting and tracking.
- Receive and prepare outgoing and interoffice mail for the team.
- Perform other administrative support duties as required, such as completion of word processing assignments, filing, mailing, photocopying and collating.

### **QUALIFICATIONS:**

- Proficiency in computer skills
- Good communication skills
- Demonstrated ability to deal appropriately with difficult clientele
- Bi-lingual is a plus, but not required
- High School Grad/GED
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are a representation of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Equal Opportunity Employer***