

L.E.A.P.
JOB DESCRIPTION

Job Title: Client Support Assistant
Department: Career and Family Services
Status: Full-Time
Classification: Non-Exempt
Work Weeks/Year: 52
Reports To: Career and Family Services Program Director and Assistant Director of Employment & Training
Grade Scale: Tier 3

L.E.A.P.'s Client Support Assistant is directly responsible to the Director of Career & Family Services and Assistant Director of Employment & Training. The Client Support Assistant provides direct services to individuals and families as appropriate and allowed. The Client Support Assistant will aid those who come into the Career Center for Basic Services, i.e., computer and email, internet navigation and job search guidance, basic interviewing techniques, setting up appointments for Intensive Services and/or One-to-One with an Employment Counselor. The Client Support Assistant will also help manage the food pantry, pick up donated and purchased food, store and distribute it.

This person will work as a team member to assure compliance with all program requirements and Federal, State and Local compliance matters. It is the understanding and expectation of this organization that all employees will take the opportunity to contribute to the overall success and mission of the agency above and beyond the basic requirements of their job.

Responsibilities:

1. Establish respect and maintain confidentiality of the agency, its employees, its customers, and its governing boards, both within the agency and the community, in accordance with the agency policies and applicable state and federal laws
2. Utilization of agency required technology including but not limited to, agency cell phones, computers and electronic communications and as assigned by supervisor.
3. Assists walk-ins and individuals seeking Career Center Basic Services, i.e., computer, email, internet navigation & job search guidance, Metrix registration (online soft skills courses/workshops), information on other Career Center Services offered, referrals to community businesses/organizations as needed, and making appointments to those seeking more Intensive Services with an Employment Counselor.
4. Assists with Food Pantry, pickups (Regional Food Bank, markets etc.), donations, organization, eligibility, appointments, and delivery.
5. Stock food pantry shelves, rotate food products and maintain product Inventory. Cleaning and sanitizing the food pantry in accordance with RFB (Regional Food Bank of NENY) policies and DOH (Department of Health) regulations.
6. Complete all required paperwork per guidelines for Career Center and Family Services programs as needed. These include but are not limited to transportation logs, client intake forms, etc.
7. Assure the cleanliness of assigned agency vehicle (inside and outside) and gives notice to

8. Attends work regularly per assigned work schedule and in accordance with Agency policy.
9. All other duties assigned by the Program Coordinator or designated staff.

Qualifications:

1. High School Diploma or GED.
2. Some management experience.
3. Organizational Skills, including scheduling of appointments.
4. Communication and People skills.
5. Ability to work independently and as a team.
6. Ability to regularly lift up to 40 lbs.
7. Clean New York State Driver's license and at least 21 years of age to drive agency vehicles per agency policy.
8. An understanding and knowledge of the workings of a non-profit agency.

L.E.A.P. reserves the right to revise or change job duties or responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

\$ 17.33 per hr.