



HAWAII COUNTY ECONOMIC OPPORTUNITY COUNCIL

47 Rainbow Drive
Hilo, Hawaii 96720-2013
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Job Posting

POSITION TITLE: Intake Aide/File Clerk or Data Clerk
REPORTS TO: LIHEAP Program Manager
PROGRAM: LIHEAP
TERM: Temporary (May to July)
FLSA STATUS: Non-Exempt

ACCOUNTABILITY: The LIHEAP Intake Aide is responsible for screening and interviewing applicants for appropriate admission to the program. In addition, the file Clerk is responsible for checking all applications for completeness and calculations or the Data Clerk is responsible for entering data into the database in a timely and accurate manner. Schedules appointments for further assessment and handles crisis calls or refers to Program Manager or other appropriate staff member when necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *(To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.)*

1. Informs callers about services in a cordial and concise manner.
2. Confirms clients' appointments and answers questions that may arise.
3. Interviews clients to obtain information, explains process, and completes intake process.
4. Gives and receives client information in person, by telephone, or mail to authorized persons.
5. Maintains documents and file applications and other information.
6. Keeps accurate logs and daily schedules, callbacks and messages.
7. Outreach services for the elderly and disabled to intake clients.
8. Performs other related duties as assigned by the LIHEAP Program Manager.

KNOWLEDGE SKILLS AND ABILITIES:

- Able to maintain a high level of confidentiality.
- Must be able to read, write and speak in Standard English.
- Able to accept supervision and work with staff and community social service providers cooperatively.
- Able to deal effectively with a variety of people, situations, problems and changes.
- Able to work with people who are in stressful situations.
- Able to work alone and as part of a team.
- Able to travel island-wide and must have daily access to a vehicle.
- Knowledge of the characteristics of low-income areas and the community resources of the Big Island.
- Bilingual/bicultural skills, preferably in Marshallese, Chuukese, Samoan, Filipino, Korean, Laotian, Vietnamese, Japanese, or Chinese.

CORE COMPETENCIES:

1. Communications – Must be able to communicate and work effectively with people of diverse social, economic, and ethnic backgrounds. Must have the ability to read and write English at a High School level.

2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success in getting groups to learn to work together.
3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement.
4. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decisions in a timely manner.
5. Self-Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development and personal growth.

MINIMUM QUALIFICATIONS:

- High School Diploma or GED
- Equivalent combination of education and experience that demonstrates the knowledge, skills and ability to perform the essential functions of the job.
- Must possess a valid driver's license with no restrictions or serious violations.
- Provide a driving abstract prior to hire.

WORKING CONDITIONS:

Work is both indoors and outdoors; requiring some driving for long distances. Requires regular attendance to established work schedule and adherence to established HCEOC policies and procedures.

EQUIPMENT USE:

Requires use of usual office equipment including computer, copy machine, and calculators.

MENTAL DEMANDS:

Duties require frequent multi-tasking, attention to detail, composition skill, mathematical ability, analytic ability, able to engage in dialog, and the ability to incorporate sound and fair judgment when dealing with clients, personnel and other agencies.

PHYSICAL DEMANDS:

Able to operate and use a computer, bending at the waist; and lifting, carrying, and pushing objects weighing up to 30 pounds. Periods of prolonged, sitting, walking, standing, kneeling, crouching, twisting and bending while giving instructions or demonstrating activities.

COMMUNICATIONS:

Duties require frequent communication inside and outside the agency using considerable tact, persuasion and discretion. Ability to relate to and communicate effectively with culturally diverse low-income population, HCEOC staff and school staff.

If you are interested in applying for this position, please submit your resume and letter of interest to Human Resources, H.C.E.O.C., 47 Rainbow Drive, Hilo Hawaii 96720, or by email to hceochrclerk@hceoc.net or visit our website www.hceoc.net and print and complete the application.

Closing date for this recruitment will be Thursday March 22, 2018, 12:00 AM.