

Civil Division: Oneida County Government
Jurisdictional Class: Competitive
EEO Category: Paraprofessional
Revised: 04/20/16
Approved by OTDA: 04/20/16

COMMUNITY SERVICES WORKER

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this position is responsible for performing supportive services to aid in implementing a variety of programs and their delivery to clients. The work is performed under the general supervision of a designated higher-level staff member. Supervision may be exercised over the work of others. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Reviews case records to gather information used by professional staff in provision of services;

Assists in processing forms and entering data on automated management information systems;

Provides information to and monitors compliance of both program vendors and clients with various requirements of eligibility programs;

Aids clients with budgeting, shopping, nutritional planning and other life maintenance skills;

Aids in communication between the agency, client and community by clarifying programs to individuals and conveying community cultural patterns and attitudes to agency professional staff;

Performs various clerical receptionist duties;

May interview and assess clients and other service providers to gather eligibility and provided services information;

May perform support clerical functions which may involve typing not needing the services of a skilled typist.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of agency programs, goals and eligibility requirements in a language that promotes understanding of the agency goals; ability to establish and maintain cooperative and courteous relationships with clients, agency staff and public; ability to analyze facts, obtain and use them in making judgements concerning client program eligibility; ability to read and write English and prepare brief, accurate reports; clerical aptitude.

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MINIMUM QUALIFICATIONS: Either:

- (A) Completion of thirty (30) semester credit hours at a regionally accredited or New York State registered college or university; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years experience involving direct client contact in a non-professional supporting position of a Social Services program in a public or private agency or in customer service* .

DEFINITION: ***Customer Service**-Having customer contact of any kind.

NOTE: Course study in data processing can be substituted for the required experience according to the following formula:
3 credit hours = 1 month of experience

NOTE: Verifiable part-time and/or volunteer experience as defined in (B) above will be pro-rated toward meeting full-time requirements.

Adopted: 1980's

Revised: 3/14/88, 6/16/88, 8/4/89, 2/3/94, 10/16/95, 08/02/01, 12/29/04, 06/30/06, 04/20/16