

Civil Division: Oneida County Government
Jurisdictional Class: Competitive
EEO Category: Paraprofessionals
Revised: 06/30/06
Approved: OTDA: 08/01/06

COMMUNITY SERVICES WORKER - SERBO-CROATIAN (BOSNIAN) SPEAKING

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. Except for the required ability to speak Serbo-Croatian (Bosnian), this class is identical to Community Services Worker. 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 transport clients, observe and record parent/child visitations and report to professional staff;
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 requiring 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 speak Serbo-Croatian (Bosnian); ability to analyze facts, obtain and use them in making judgments concerning client program eligibility; ability to read and write English and prepare brief, accurate reports; clerical aptitude.

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.

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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

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

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

SPECIAL REQUIREMENTS: Possession of a valid New York State driver's license at time of application. License must remain valid throughout appointment, to meet the transportation requirements of the job.

Adopted: 05/04/98
Revised: 12/29/04, 06/30/06

