

Missouri Ozarks Community Action  
Community Services Job Description

<b>Job title</b>	<i>County Projects Coordinator</i>	<b>Grade</b>	8	<b>Class</b>	Non-Exempt
<b>Reports to</b>	<i>Community Services Director/Deputy Director</i>	<b>Step</b>		<b>Unit</b>	CS

### Job purpose

This is a program/project position based out of central office. Incumbent is responsible for providing the services so specified with job description and by their supervisor. This position is supervised by the Community Services Director and Deputy Director.

### Duties and responsibilities

1. Assess customer situation and determine their need. Process Intake, Assessment, and Referral through Management Information System.
2. Maintain confidentiality of customer records and files.
3. Provide Family Support as required.
4. Maintain and document follow up of referrals made, as required.
5. Advocate for low income families.
6. Conduct research on agency service areas.
7. Assist in identifying needs within the agency service areas.
8. Attend and participate in community Coalition Meetings and Chamber Meetings.
9. Provide community Coalition Meeting and/or Chamber Meeting participants with agency information and resources.
10. Coordinate and/or facilitate community Coalition Meetings, as needed.
11. Assist in building community Coalition Meeting awareness, responses and attendance.
12. Prepare reports on community Coalition Meetings and Chamber Meetings.
13. Coordinate and/or facilitate other Community Services projects as needed or required.
14. Recruit partners, facilitators, and participants for Community Service Projects.
15. Complete and transmit documentation reports (i.e. Stipends, Purchase Orders, Attendance Log, etc.).
16. Substitute for any Community Service Project as needed or required.
17. Substitute for Receptionist/Switchboard Operator as needed or required.
18. Maintain and document accomplishments of targets.
19. Maintain customer/project tracking information in office.
20. Maintain community project tracking information in office.
21. Provide customer/project follow-up activities to determine success or failure of programs/referrals.
22. Coordinate transfer of paperwork and data to person(s) requesting by dates requested or pre-established timeline.
23. Organize and Coordinate volunteers as needed.
24. Report facility problems to leader, supervisor, or Program Director.
25. Transmit work plans, schedules, event planners, and activity logs as instructed or requested.
26. Perform other duties and tasks as assigned or needed.

### Integrity

1. Ensure confidentiality of customers, agency, and co-workers.
2. Establish and maintain good working relations with other service providers, including co-workers and community.
3. Become familiar with MOCA's Personnel Policy manual and follow policies outlined therein.
4. Adhere to MOCA policies and procedures, and Community Services policies and procedures.
5. Represent MOCA, its policies and point of view while interacting with other agencies and individuals.
6. Attend all staff meetings and required trainings.
7. Maintain a regular schedule within assigned territory in coordination with other staff.

### Preferred Qualifications

1. Three-year experience similar to duties required of this position.
2. Knowledge of the local social service system.
3. Impeccable customer service skills.
4. Possess excellent communication skills (writing, spelling, listening, and speaking).
5. Ability to communicate and work with a variety of people from diverse backgrounds.
6. Working knowledge of Community Action and its programs.
7. Cooperate as a team member.
8. Ability to work without close supervision.
9. Utilize time management techniques.
10. Proficiency in word processing, spreadsheet, database, and presentation software.
11. Demonstrate knowledge and good judgment in matters of policy and procedure.

**Minimum requirements**

1. High School Diploma or equivalency, and/or
2. One year related experience in social service setting or two years of college.
3. Ability to communicate effectively in both written and oral form.
4. Possess basic math skills.
5. Demonstrate dependable transportation, current insurance, and valid driver's license.
6. Able to travel out of area on occasion for training; trips of two to five days.

**Direct reports**

Not applicable

**Equal Employment Opportunity Statement**

Missouri Ozarks Community Action (MOCA) provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by local, state, or federal law.

**Employee Acknowledgement**

I have received a copy of my job description, and have an understanding of the duties and responsibilities listed wherein. I agree to abide by all rules stated in the MOCA Personnel Policy Manual regarding conduct and working conditions not described in this job description. Agreement to and understanding of this job description and its designated position is not in any way a contract or agreement to retain employment.

---

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Deputy Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_