

## **COMMUNITY SERVICES AIDE**

**DISTINGUISHING FEATURES OF THE CLASS:** This is an entry-level position designed to perform non-professional and non-technical work to relieve the professional and technical staff of routine tasks. Under direct supervision and while receiving intensive on the job and off the job training and education, the incumbent performs a variety of miscellaneous tasks related to the delivery of various financial programs administered by the local social services district. Does related work as required.

**TYPICAL WORK ACTIVITIES: (Illustrative only)**

- Files correspondence, memoranda, reports, and other materials;
- Answers telephone, providing information to callers, takes messages, and makes appointments;
- Indexes materials and performs simple record keeping tasks;
- Greet clients and obtains necessary preliminary information for referral to proper division;
- Explains entitlements and other phases of the department's services to applicants and members of the community;
- Assists applicants in completing necessary forms;
- May relieve reception and/or clerical staff.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of office terminology, procedures, and equipment; clerical aptitude; ability to follow directions, both orally and in writing; ability to read and write in English; good interpersonal skills; tact; emotional maturity; good judgment; courtesy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** There are no minimum requirements of education, training, or experience.