



Position: Community Care Coordinator
Company: Community Emergency Assistance Programs (CEAP)
Status: Full Time, Hourly (Non-Exempt)
Salary: Commensurate with Experience

Summary: This position provides a positive and professional first impression for individuals coming to CEAP either in person or over the telephone. This position works with CEAP's neighbors to navigate services and resources, and assists them with setting appointments.

Major Responsibilities of Position:

- Greets incoming visitors, and answers the telephone, in a courteous, pleasant, and timely manner
- Shares program and service information with CEAP's neighbors
- Utilizes and manages program participant database
- Directs calls and visitors to the appropriate staff members
- Schedules food shelf appointments for participants both in person and over the phone
- Trains and supervises front desk volunteers as required
- Participates as a member of the CEAP team in fulfilling the overall mission of the agency
- Assists with clerical functions such as word processing, filing, data entry, copying, scanning, and faxing
- Maintains and cleans the lobby area daily
- Performs all other duties as assigned by supervisor or CEAP management

Experience Required:

- High School Diploma or equivalent
- Experience with answering multiple telephone lines preferred
- Excellent communication skills, both oral and written
- Experience with Windows and Microsoft Office
- Demonstrates sensitivity in working with clients and their families in regards to race, religion, gender, sexual preference, age, disability, etc.
- Must have the ability to maintain professional boundaries
- Must be committed to joining with others to find constructive ways to eliminate racism, inequality, poverty and alienation in our organization and the communities in which we serve
- Must be able to pass a criminal records background check

To apply for this position, forward your resume and cover letter to:

- Maggie Murphy, CEAP
maggie.murphy@ceap.com
No phone calls please.