

****Open to All****

Job Title:	Client Services Specialist	Number of Openings:	4
Hourly Rate:	\$18.00	Work Hours/Days:	Monday - Friday 9:00 am – 5:30 pm
Benefits:	<input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> Health <input checked="" type="checkbox"/> Dental <input type="checkbox"/> No	If Yes, Effective Date:	After 30 Days
Public Transit Available:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, Describe:	Bus, BART
Required Uniforms or Equipment:	N/A	Company Industry/Location:	East Oakland
Date Posted:	1/13/21	Posting Expires:	Open until filled

Job Description

Minimum Qualifications:

*****BILINGUAL JOBSEEKERS HIGHLY ENCOURAGED TO APPLY*****

- Ability to multitask
- Ability to speak clearly and concisely
- Team player with a positive attitude
- Ability to type at least 50 wpm
- Active listener with strong data entry skills
- Complete all required documentation and reports in a timely fashion
- Input client information
- Carry out all assigned responsibilities in a professional manner
- Administrative duties such as filing, telephone calls, etc.....

EDUCATION REQUIREMENT:

Required: High school diploma

Preferred: Bachelor's degree

DESCRIPTION OF DUTIES:

- Obtains client information by answering incoming calls, interviewing clients, and verifying information
- Assess clients' needs and assist with service referrals and connections
- Assist clients in completing Medi-Cal application
- Informs clients by explaining procedures, answering questions, and providing information
- Work with Navigators and other staff in supporting mutual clients

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- Follow up with potential clients regarding missed appointments
- Perform other duties as assigned

QUALIFICATIONS AND DESIRED CHARACTERISTICS:

- Interest or experience working with individuals facing barriers to employment
- Excellent computer skills, strong interpersonal communication and organization skills; and detailed oriented
- Passion in serving low income individuals from diverse background, especially people of African descent, to empower the community and eliminate disparities

PHYSICAL CONDITIONS:

- Frequent walking, standing, stair climbing, bending, stooping, lifting (25 lbs. max)
- Gross and fine manual dexterity
- Must be able to visually observe staff to understand and interpret non-verbal behavior
- Able to operate standard office machines and equipment including keyboards

For more information, email:

Kimberly Nutting: KNutting@acgov.org or **Rochelle Baxter-Green:** RBGreen@acgov.org



Scan QR code above to provide contact information or click the link below to register and receive instructions to apply.

[HTTPS://FORMS.OFFICE.COM/PAGES/RESPONSEPAGE.ASPX?ID=LP_9Mm74o0UkFWPEP_RAZOQHmWjYrVCryHjXWSX6JJUM0tLVzk0M0fTRFHRT1JBVzIyVkpYOVJUTi4U](https://forms.office.com/Pages/ResponsePage.aspx?id=LP_9Mm74o0UkFWPEP_RAZOQHmWjYrVCryHjXWSX6JJUM0tLVzk0M0fTRFHRT1JBVzIyVkpYOVJUTi4U)