



For a Brighter Future.

JOB VACANCY

POSITION: Family Support Services Office Assistant Limited (40 Hours)
LOCATION: Family Support Services (Allen-Main Office)
HOURS: 7:00 A.M. – 7:00 P.M., MON–THURS, 8:00 A.M. – 5:00 P.M. FRIDAY
8:00 A.M. – 5:00 P.M. SOME SATURDAYS (ADDITIONAL HOURS AS REQUIRED)
SALARY: \$10.00 TO \$11.00 PER HOUR

JOB DUTIES:

1. Receives the public, maintains files, and answers telephones.
 2. Provides call center services specific to Family Support Services.
 3. Schedules appointments in the appropriate program scheduling system.
 4. Provides accurate data entry into appropriate program data tracking system.
 5. Implements brightpoint Values at all times.
 6. Determines eligibility and enrolls families into brightpoint programs ensuring compliance with program operations, regulations, and standards.
 7. Maintains minimum standard of quality established by the program regulations and within brightpoint's established guidelines.
 8. Attends and positively participates at all staff meetings, in brightpoint improvement processes, and professional development trainings.
 9. Adheres to brightpoint personnel policies, EEO/AA requirements, fiscal procedures and all other workplace rules.
 10. Performs other duties as assigned by the Family Support Services Quality Assurance Assistant Manager, the Family Support Services Assistant Manager, the Family Support Services Manager, and Vice President of Community Services.
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SKILLS AND QUALIFICATIONS:

1. Auditory and verbal skills required for communication with clients, staff, and the public.
 2. Work involving standing, sitting, bending.
 3. Must be able to stand and sit for 45 minute-intervals.
 4. High school diploma or equivalent.
 5. Strong interpersonal, written, and oral communication skills with strong mathematics aptitude.
 6. Ability to quickly develop a thorough understanding of basic community action concepts and the numerous regulations governing the Energy Assistance and Child Care Development Fund programs.
 7. Ability to work with minimal supervision; self-motivated, attentive to detail, organized, productive, flexible, and dependable.
 8. Ability to work flexible hours, including evenings and weekends.
 9. Ability to relate well with diverse personalities from a variety of socio-economic backgrounds.
 10. Proficient in MS Office applications.
 11. High comfort level with public interaction.
 12. Must successfully complete Indiana's Family Development Outreach Worker Certification within 12 months of hire.
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DATES FOR INTERNAL POSTING: FROM 10/19/2018 TO until filled

TENTATIVE DATES FOR EXTERNAL POSTING: FROM 10/19/2018 TO until filled

APPROXIMATE DATE FOR POSITION TO BEGIN: November 2018

**FOR FURTHER INFORMATION, CONTACT HR DEPARTMENT, EXT. 206 OR 213
APPLICATIONS ACCEPTED – 227 E. WASHINGTON BLVD, FORT WAYNE, IN
8:00 A.M. – 5:00 P.M., MONDAY – THURSDAY, OR 8:00 A.M. – 11:00 A.M., FRIDAY
OR VIA THE INTERNET AT www.mybrightpoint.org**

We, Brightpoint conform to all the laws, statutes, and regulations concerning equal employment opportunities and affirmative action. We strongly encourage women, minorities, individuals with disabilities and veterans to apply to all of our job openings. We are an equal opportunity employer and all qualified applicants will receive consideration for employment without any regard to race, color, religion, sex, age, national origin, disability status, protected veteran status, or any other characteristic protected by law.