

## JOB VACANCY

**Position: Family Support Services Specialist**

**Location: Allen County**

**Hours: 8 AM to 5 PM Monday – Friday occasional weekends and evenings**

**Starting Salary Range: \$12.50/hr + depending on experience**

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### JOB SUMMARY

The Family Support Services Specialist (FSSS) is responsible for promoting a positive, friendly work environment for co-workers, clients, vendors, and public. They are responsible for greeting the public at the front desk or via the telephone utilizing excellent customer service skills. The FSSS is responsible for collection accurate documentation for client intake and eligibility determination for all Brightpoint programs.

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### 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. Maintains minimum standards of customer service as set forth in the Family Support Services Customer Service Guide.
  6. Implements Brightpoint Values at all times.
  7. Determines eligibility and enrolls families into Brightpoint programs ensuring compliance with program operations, regulations, and standards.
  8. Maintains minimum standard of quality established by the program regulations and within Brightpoint's established guidelines
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### SKILLS AND QUALIFICATIONS

1. Minimum High School Diploma or equivalency, Associate's degree preferred, plus two or more years of work experience in at least one of the following (or related) areas: consumer relations, business, administration, or other social services.
  2. Strong interpersonal, written, and oral communication skills with strong mathematics aptitude.
  3. 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.
  4. Ability to work with minimal supervision; self-motivated, attentive to detail, organized, productive, flexible, and dependable.
  5. Ability to work flexible hours, including evenings and weekends.
  6. Ability to relate well with diverse personalities from a variety of socio-economic backgrounds.
  7. Proficient in MS Office applications.
  8. High comfort level with public interaction.
  9. When driving for Brightpoint, the employee must have a valid Indiana Driver's license and must maintain minimum auto insurance liability limits of \$100,000/ \$300,000.
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**DATES FOR INTERNAL POSTING: FROM 5/19/2022 TO until filled**

**TENTATIVE DATES FOR EXTERNAL POSTING: 5/19/2022 to until filled**

**APPROXIMATE DATE FOR POSITION TO BEGIN: IMMEDIATELY**

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**FOR FURTHER INFORMATION, CONTACT, HUMAN RESOURCES EXT. 206 or 213**

**APPLICATIONS ACCEPTED – 227 E. Washington Blvd, FORT WAYNE, IN**

**8:00 A.M. - 5:00 P.M., MONDAY – THURSDAY AND 8:00 A.M. – 11:00 A.M., FRIDAY**

**OR VIA THE INTERNET AT [www.mybrightpoint.org](http://www.mybrightpoint.org)**

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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, sexual orientation or gender identity, disability status, protected veteran status, or any other characteristic protected by law.