



We need you with your talents and abilities to help eliminate the effects of poverty, to make our community a better place to live, and to help people obtain knowledge and skills to achieve self-reliance and economic stability.

| | |
|--------------------------|--|
| Job Title: | CUSTOMER ASSISTANCE TECHNICIAN |
| Position Type: | Contracted, full-time, non-exempt level |
| Department: | Community Services |
| Salary Schedule: | Range 15.5 (\$13.83 – 16.85 hourly) |
| Position Summary: | Under the immediate supervisor's direction, responsible for providing direct services and assistance to clients in obtaining needed assistance, inputting, maintaining program data and preparing print-outs for funding sources, as well as providing other services to clients and supports to office staff. |

Minimum Qualifications:

EDUCATION / EXPERIENCE:

- Associate's degree in Business Administration, Social Work or a related field and one year's experience in data processing and increasing responsibility in clerical or secretarial field. **OR**
- High School diploma or GED and three years' experience in data processing and increasing responsibility in clerical or secretarial field

LICENSES / CERTIFICATES / PERMITS:

- Valid California Driver License

ABILITY TO:

- Operate a key board word processor at a rate of 30 wpm, 10-key calculator, copy machine and other office machinery.
- Demonstrate sensitivity to the cultural/ethnic diversity of the service populations and to be sensitive to the needs of low-income families.
- Effectively communicate with all socio-economic and cultural backgrounds.
- Effectively communicate with staff, and agency / business representatives.
- Possess interpersonal, problem solving, and organizational skills.

- Manage time effectively and meet deadlines.
- Enter, verify and analyze data for reports.
- Speak, read and write in Spanish is preferred.

KNOWLEDGE OF:

- Computer and data base programs sufficient to learn a mandatory department program.
- Principals of data processing and record keeping skills.
- Computer applications; i.e., Microsoft Office products (inclusive of Word, Excel, Power Point, Outlook, Publisher, Access)
- Microsoft Windows computer operating system.
- General office practices.

General Physical Requirements:

- Medium work: exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Selection Process:

Only applicants who meet the qualification standards of this position by the application filing will be allowed to participate in the examination process. Requests for a special accommodation to participate in the selection process should be made at the time you are contacted to schedule an interview. The selection process may include skill set testing, first and second round panel interviews. This position is open until filled.

Compensation and Benefits:

- Retirement: CAPMC's retirement plan is a 403(b) plan. Employees are eligible to make elective contributions to their 403(b) plan upon employment. Employees can participate in employer's contribution.
- Health Insurance: CAPMC provides eligible employees insurance coverage for medical, dental, vision and life through various policies.
- Employee Assistance Program: CAPMC offers an employee assistance program for employees and dependents that provides counseling and services when dealing with life's challenges.

General Information:

Applications may be obtained from CAPMC's website www.maderacap.org, visit 1225 Gill Ave Madera or calling the Human Resources Office at (559) 673-9173. Applicants must be submitted to the CAPMC's Human Resources Office.

The CAPMC is an equal opportunity employer. CAPMC provides equal employment opportunity to all persons regardless of race, national origin, religion, color, ancestry,

physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, transgender, sex stereotyping, age, sexual orientation, military status, veteran status, and any status protected by applicable federal, state and local laws.

Appointment will be contingent upon passing a pre-employment alcohol and drug screen, fingerprint clearance and reference checks, pre-employment physical, immunization requirement, and TB test is required for Head Start budgeted positions.

Affirmative Action / Equal Employment Opportunity / Drug Free Employer