Position: HRC Services Support Team Member
Schedule: Up to 30 hrs. per week; Monday – Friday
Compensation: $14.54/hr.
Excellent benefit package that includes health, vision, dental, retirement, etc.
Location: Hamilton, MT
Opening Date: February 11, 2022
Closing Date: Screening will begin February 22, 2022
Applications received after that date may be considered.
Position is open until filled.

General Purpose: The HRC Services Support Team Member position provides support to staff who provide direct client services. Duties include answering incoming phone calls and fielding questions, filing, assisting callers to complete forms over the phone and electronically.

Minimum Qualifications:
Other combinations of education and experience, which could provide these skills, knowledge, and abilities, will be evaluated on an individual basis.

Experience and Education
- Two years clerical experience and education equivalent to a high school education.

Skills, Knowledge & Abilities
- Must be able to maintain regular attendance and work scheduled hours.
- Ability to interact well with low-income clients and show compassion, as well as the ability to de-escalate tense situations.
- Working knowledge of office practices, procedures and agency rules.
- Knowledge of business English, spelling, composition, and record keeping.
- Basic knowledge of computer operation and data entry programs.
- Ability to organize work, set priorities and keep accurate records.
- Work well with staff and other community agencies.
- Work as a team member with enthusiasm and positive attitude.

APPLICATION PACKET, INCLUDING FULL JOB DESCRIPTION AVAILABLE VIA THE FOLLOWING:
- On the HRC website at www.humanresourcecouncil.org
- Contact Lina at lina@hrxi.org
- Human Resource Council office
  1801 South Higgins Avenue
  Missoula, MT 59801

To be considered for the position, a completed HRC Application for Employment and any other related information must be returned electronically to lina@hrxi.org or at the Human Resource Council, 1801 South Higgins, Missoula, MT 59801.

Human Resource Council is an Equal Opportunity Employer.
Reasonable accommodations are provided in the hiring process for persons with disabilities.
## Job Summary:

The HRC Services Support Team Member position provides support to staff who provide direct client services. Duties include answering incoming phone calls and fielding questions, filing, assisting callers to complete forms over the phone and electronically.

## Expectations:

- Report to work on time each scheduled day.
- Be courteous and treat company employees, customers and the public with respect.
- Clearly communicate questions and/or concerns to your supervisor when they arise.
- Maintain appropriate communications with supervisors and co-workers.
- Perform other duties as assigned, which require similar knowledge, skills and abilities.

## Essential Duties and Responsibilities:

1. Provide exceptional customer service and greet members of the public who visit the HRC offices.
2. Answer calls, listen to voice mail and take accurate messages.
3. Decipher the client’s question/reason for call and assist.
4. Mail out appropriate forms to clients as needed.
5. Conduct queries in electronic databases as needed to answer questions.
6. Provide assistance as needed to clients who are completing applications and associated forms.
7. Provide assistance with organizing required mailings.
8. Scan and fax documents and enter data into HRC and associated databases as assigned.
9. Review Agency Data Forms for completion and signatures. Re-mail as needed.
10. Schedule interviews and appointments for HRC staff and schedule conference rooms and office spaces.
12. Contact members of the public who have called asking for information and screening those callers for program eligibility.
13. Assist callers to apply for existing services.
14. Keep current on general guidelines of all HRC services and programs.

**Minimum Qualifications:**
Other combinations of education and experience, which could provide these skills, knowledge, and abilities, will be evaluated on an individual basis.

**Skills, Knowledge & Abilities**
- Must be able to maintain regular attendance and work scheduled hours.
- Ability to interact well with low-income clients and show compassion, as well as the ability to de-escalate tense situations.
- Working knowledge of office practices, procedures and agency rules.
- Knowledge of business English, spelling, composition, and record keeping.
- Basic knowledge of computer operation and data entry programs.
- Ability to organize work, set priorities and keep accurate records.
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**Experience and Education**
- Two years clerical experience and education equivalent to a high school education.

**Licenses/Certifications**
- Valid Montana State Driver’s License or ability to obtain one and insurable on company policy.

**Supervisory Responsibilities:** None

**Technology Used:** Computer, multi-line phone, copy/printer/scanning machines, fax and other commonly used office equipment.

**Physical Demands and Work Environment:**
The physical and mental demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work is performed primarily in an office setting. Out of office meetings/errands may be required.
• Hand-eye coordination is necessary to operate computers, various pieces of office equipment.
• Sitting for long periods of time, repetitive movements, reaching, bending, stretching and some light to medium lifting.
• May encounter individuals who may be distressed, angry, unfriendly and/or aggressive.
• Driving may be required in all types of Montana weather.

**Required Employee Clothing:**
Professional attire appropriate to an office setting.

__________________________________________  ______________________
Supervisor Signature                                 Date

The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the employees in those positions(s).

I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.

I understand that DISTRICT XI HUMAN RESOURCE COUNCIL, INC. reserves the right to revise or change this job description as the need arises.

__________________________________________  ______________________
Employee Acknowledgement and Signature                  Date

Printed Name