



Job Announcement

Posted: January 25, 2019

Service Navigator - Temp

ACCESS is a team of Superheroes that make a difference in the community every day. If you are a dedicated hardworking person interested in helping build your community then ACCESS is the place for you. Come be a superhero for our neighbors most in need!

Job Title:	Service Navigator - Temp
Job Hours:	Full Time (Non-Exempt, 40 hours per week)
Salary:	\$13.25 - \$14.75 DOE
Benefits Offered:	N/A

Position Summary

This position is responsible for all front desk duties including welcoming clients and providing excellent customer service including information and referrals in response to inquiries from a variety of different constituencies. This position is the face of ACCESS and must maintain a high level of professionalism, present a calm and friendly demeanor, and have a strong belief in ACCESS' mission.

Position Duties & Responsibilities

- Provide excellent customer service to all ACCESS guests, whether by phone or in person, responding appropriately to client needs.
- Research and understand appropriate information and referrals at ACCESS and in the community for all guests.
- Answer phones, return voicemails, and check-in appointments in a timely manner.
- Coordinate with internal and external resources to provide referrals for programs and services as needed.
- Provide information and referrals in response to queries from community partner organizations.
- Utilize trauma informed care, cultural competency, and other methods to provide the greatest level of service to every guest of ACCESS.
- Work with clients having emergency needs to determine ACCESS emergency assistance. Complete all paperwork and documentation necessary to request emergency funds.
- Process outgoing mail, faxes, and in-kind donations.
- Maintain a well-organized and welcoming lobby area.

Position Requirements

- Belief in ACCESS' mission to help people help themselves.
- Minimum of 1-year direct client contact and/or customer service experience that includes working with people in crisis.
- Excellent computer skills including proficiency in software programs including but not limited to Microsoft Office products and web based applications.
- Excellent oral and written communication skills.
- Demonstrated ability to de-escalate and assist guests in highly complex situations while maintaining a calm demeanor.
- Valid Oregon Driver's license with record that is acceptable under ACCESS' insurance policies.

Apply by Sending Application, Cover Letter & Resume To

ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504

OR Email hr@accesshelps.org

Visit www.accesshelps.org for more information