

CLASSIFIED JOB DESCRIPTION

COMMUNITY REFERRAL CLERK

JOB SUMMARY:

Under the direction of the Executive Director of Student, Family and Community Services, serves as the first point of contact for families accessing services related to student and family needs in a friendly and orderly center environment. Perform simple, entry level office clerical duties of a varied, but routine nature; performs specific tasks as assigned; does related work as required.

ESSENTIAL JOB FUNCTIONS:

- Welcomes, greets, and assists clients.
- Conducts basic client intake, screening, and referrals.
- Maintains and updates information on resources and services available in the community.
- Assists with completing client forms as necessary.
- Answers telephone, takes verbal messages, and responds to requests for routine information.
- Assists in collating, sorting, stapling, and mailing forms and documents.
- Maintains positive and effective relationships with schools, staff, representatives of community agencies, and the public.
- Communicates effectively and respectfully with persons from diverse backgrounds.
- Establishes and maintains cooperative and effective working relationships with others.
- Works with the District collaborative and community agencies that support District parent involvement activities.
- Performs related duties as assigned.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- Knowledge of standard office practices and procedures, including answering the telephone and the use of standard office equipment.
- Experience in collecting and organizing data and information.
- Computer literate; proficient in Microsoft Word and data entry. Excellent verbal and written English and Spanish communication skills.
- Ability to plan, organize, establish, and maintain effective working relationships; communicate and interact effectively and professionally under pressure; and meet schedules and timelines.
- Knowledge of community resources and services.
- Valid California Drivers License to work at multiple locations.
- High school diploma or GED required, including or supplemented by courses in typing/keyboarding, computer skills and office practices.
- Bilingual (English/Spanish) required.
- Type at a net speed of 40 wpm.

Classified Salary Schedule: Range 20

BOARD APPROVED: 2/11/15

REVISION DATES: 7/16/23

08/09/2023