



Human Resources

Oakland Livingston Human Service Agency
196 Cesar E. Chavez Ave.
P.O. Box 430598
Pontiac, MI 48343-0598
Email: employment@olhsa.org
(248) 209-2615 FAX
Website: www.olhsa.org

CLIENT SERVICE COORDINATOR

Division: Community & Energy Services
Department: Welcome Center Services
Supervisor: Associate Director for Welcome Center Services
FLSA Status: Non-Exempt

Job Mission:

To provide each OLHSA client with an explanation of all services provided by the agency as well as assess their eligibility for all services, complete applications and interviews if applicable, that meet their immediate needs and help them achieve self-sufficiency. To provide reception, telephone and general support services.

Performance Standards:

1. Provide applicable case management, one-on-one client support, internal/external referrals and resources and/or intake assistance to eligible clients seeking services.
2. Participate in outreach events promoting OLHSA programs and services and gathering external information, including traveling to different service locations.
3. Respond to initial face-to-face, email and telephone contacts in the Welcome Center, including main reception duties.
4. Conduct assessments of all OLHSA clients to determine their eligibility for all programs and make linkages while meeting quality standards and using formal tracking and evaluation systems.
5. Enter and update all clients into the agency-wide database, meeting all requirements.
6. Provide leadership and inspiration across divisions in understanding, training and upgrading the OLHSA Welcome Center's seamless service delivery model.
7. Carry out all other duties as assigned by supervisor.

Qualifications:

1. Associates degree or two (2) years of experience in the human service field preferred.
2. One year case management experience preferred.
3. Two (2) years of experience working with computer applications and customer tracking data systems preferred.
4. preferred.
5. Bilingual in English and Spanish preferred.
6. Valid Michigan driver's license.
7. Must have reliable transportation.

Hours & Wage:

\$15.52 per hour; 40 hours per week, 52 weeks per year

Location:

Pontiac

Job Title: Client Service Coordinator

Job Requirements (in an 8 hour workday)
Number of Hours - Select full Capacity

	Hours	Comments
Sit	5	
Stand	1	
Walk	1	
Bend/Stoop	1	

Movements	Yes/No	Comments
Crawl	No	
Reach above	Yes	
Crouch	Yes	
Balancing	Yes	
Squat	Yes	
Climb	Yes	
Shoulder level	Yes	
Kneel	Yes	
Pushing	Yes	

	Pounds	Comments
Weight Carried	26-50 lbs.	

	Pounds	Comments
Weight Lifted	26-50 lbs.	

Date: July 30, 2020