



## Human Resources

Oakland Livingston Human Service Agency

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### PROGRAM COORDINATOR I

**Division:** Health, Housing, & Nutrition Services

**Department:** SSVF

**Supervisor:** Associate Director for SSVF Housing

**FLSA Status:** Non-Exempt / Non Union

#### Job Mission:

Provide supportive services that are responsive to the needs of the SSVF department and program participants.

#### Performance Standards:

1. Responsible for providing clerical support to the department; verifying and processing invoices; and maintaining accurate records of invoices, payments, and other programmatic files.
2. Provide general customer service, such as receiving and responding to department calls and emails and liaising between program participants, department staff, and landlords.
3. Assist with SSVF intakes as needed, both in-person and remotely, as defined by department standards, and prepare clients for upcoming appointments.
4. Assist with community outreach, advocacy, and provision of information and referrals.
5. Carry out all other duties as assigned by supervisor.

#### Qualifications:

1. High School Diploma or equivalent required. Associates degree in human service field preferred.
2. One year of intake, payment processing, or customer service experience required.
3. One year of experience with Microsoft Office programs and web-based databases required.
4. Valid Michigan driver's license, current automobile insurance, and an automobile to be used for job related travel are required.

#### Hours & Wage:

\$17.75 per hour

40 hours per week; 52 weeks per year

#### Location:

Pontiac

**Job Requirements in an 8 hour day:**

1. Sit: 6 hours
2. Stand: 1 hour
3. Walk: 1 hour
4. Bend/Stoop: N/A

**Movements:**

1. Crawl: No
2. Reach Above: Yes
3. Crouch: No
4. Balancing: No
5. Squat: No
6. Climb: No
7. Shoulder level: No
8. Kneel: No
9. Pushing: No
10. Weight carried: up to 10 lbs.
11. Weight lifted: up to 10 lbs.

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