



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

WELCOME CENTER SERVICES MANAGER

Division: Community and Energy Services
Department: Welcome Center Services
Supervisor: Associate Director for Welcome Center Services
FLSA Status: Exempt- Administration/Executive

Qualifications:

1. Associate's Degree required. Bachelor's Degree preferred.
2. Minimum of two (2) years' managerial experience required. Supervisory experience preferred.
3. Minimum of one (1) year experience working in a team environment, and delivering written and verbal presentations required.
4. Minimum of two (2) years' operating computer programs in a Windows environment and database experience required.
5. Minimum of four (4) years' experience working with low and moderate income families preferred.
6. Must have a valid MI Driver's license and reliable transportation used for job related travel.

Job Mission:

To assist managing daily functions and activities of Welcome Center Services, provide OLHSA clients with an explanation of all services provided by the agency, assess eligibility for services, and complete applications and interviews, in support of OLHSA's mission. Further, Welcome Center Services Manager is responsible for using his/her independent judgment and discretion with regarding to marketing of the programs, monitoring of the problems, dispute resolution of programs, and team supervision.

Performance Standards:

1. Provide modeling, mentoring, and training for Welcome Center staff, volunteers and interns based on observation and data.
2. Provide case management, one-on-one client support, internal/external referrals and resources, and/or intake assistance to eligible clients seeking services through the Welcome Center.
3. Participate in outreach events and meetings promoting OLHSA programs and services and gathering external information, including traveling to different service locations.
4. Assess OLHSA clients to determine eligibility for all programs and make linkages, while meeting quality standards and programmatic requirements using formal tracking, evaluation, and database systems.
5. Supervises assigned staff of two or more people. Welcome Center Services Manager shall have hiring, firing and disciplining responsibilities in concert with the Associate Director for Welcome Center Services.
6. Carry out all other duties as assigned by supervisor.

Hours & Wage

\$723.00 per week (minimum)
40 hours per week, 52 weeks per year

Location

Pontiac

Job Title: Welcome Center Services Manager

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

	Hours	Comments
Sit	4	
Stand	1	
Walk	1	
Bend/Stoop	1	

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

	Pounds	Comments
Weight Carried	11-25 lbs	

	Pounds	Comments
Weight Lifted	11-25 lbs	

Date: Jul 21, 2022