

# **Community Lifeline Center, Inc.**

## **Position Title: Application Assistant**

**Agency Description:** Community Lifeline Center (CLC) strengthens communities in North Collin County by guiding residents in crisis back to self-sufficiency and independence.

**Summary of Position:** This position is responsible for assisting clients with their online application. Must possess excellent interpersonal skills in order to work closely with clients, volunteers and community members. Must be able to easily navigate the internet and have an understanding of basic computer skills. The ability to speak Spanish is a plus but not required. In addition, provide assistance to the office staff and support to the Executive Director with special projects.

**Work Site Location:** Community Lifeline Center, 1601 N. Waddill St. Suite 102, McKinney

### **Responsibilities:**

- Responsible for handling the office's basic communications with clients while assisting them with the Online Assistance Application.
- Ensure the proper data entry of daily tracking records.
- Protect the confidentiality of clients.
- Perform clerical duties as needed, such as filing and copying.

### **Training Requirements:**

- Must complete necessary training (provided by CLC) on *Seeladora* computer program in order to assist clients with CLC's online Assistance Application.

### **Minimum Qualification:**

- Excellent interpersonal, oral and written communication skills.
- Ability to pass a background check.
- Must possess and maintain a valid Texas Driver's License and have consistent access to reliable transportation.

### **Knowledge, Skills and Abilities:**

- Excellent interpersonal skills with clients, volunteers and community members.
- Ability to multi-task.
- Extremely dependable, punctual and personally accountable
- Strong written and verbal communication skills.
- Must be able to answer and transfer incoming calls using multi-line phone system.
- Must be able to easily navigate the internet.

### **Necessary Soft Skills/Behaviors:**

- Ability to work in a team environment; contribute as a team member and treat staff, volunteers, clients, and members of the Board with respect.
- Offer flexibility and adaptability, especially during times of change.
- Exhibit a strong service mentality.

### **Reports To:**

Volunteer Resources Manager  
Executive Director