

## COMMUNITY SERVICES AIDE

DISTINGUISHING FEATURES OF THE CLASS: Under direct supervision, incumbents of this class perform a variety of routine tasks designed to assist the professional, administrative and clerical staff in the delivery of services to clients, patients or customers. Appointments to this title are intended to be temporary to provide incumbents with training and skills development or for a limited service delivery project. This work is non-professional and non-technical in nature to relieve professional, administrative and support staff of routine tasks in providing services to clients, patients or customers. Supervision is not a responsibility of this class. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Provides information on available programs and services to members of the community following established guidelines and procedures;

Assists patients, clients or customers in assigned program or service area with completion of required forms and directs them to appropriate staff member;

Gathers routine data either directly or over the phone;

Prepares file folders, simple logs, and other routine information on forms;

Performs simple routine procedures or tasks to assist higher level staff;

Maintains area in a neat, clean appearance to receive patients, clients or customers;

Takes telephone messages and provides information to callers;

Tends children of clients or patients who are brought to the office while receiving services;

Performs other routine or incidental tasks, as directed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Ability to understand and carry out oral and written directions; ability to take direction and learn quickly; ability to get along well with others; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; reliability; courtesy; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: There are no minimum training and experience requirements.

West. Co.  
J. C.: Non-Competitive  
MQT51

Job Class Code: C0280, H0157  
Job Group: C01, H01