

## HONOLULU COMMUNITY ACTION PROGRAM, INC.

### POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>: H-HEAP Aide</b>
<b>PROGRAM</b>	<b>: H-HEAP</b>
<b>GRADE</b>	<b>: Temporary (May – August)</b>
<b>FLSA STATUS</b>	<b>: Non-Exempt</b>
<b>REPORT TO</b>	<b>: H-HEAP Coordinator</b>
<b>SUPERVISES</b>	<b>: None</b>

### INTRODUCTION

The H-HEAP Aide will perform general clerical day-to-day operation duties from answering phones, faxing, making copies, filing documents, and data entry.

This position will thoroughly review and process all incoming H-HEAP applications from each district office. This person will screen and interview applicants for appropriate admission into the program. The H-HEAP Aide will handle a high volume of incoming calls in a professional manner and maintain a high-level of confidentiality. This is a temporary position.

### CORE COMPETENCIES

1. Communications - Must be able to communicate and work effectively with people of diverse social, economic and racial backgrounds. Must have the ability to read and write English at a high school level.
2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success, in getting groups to learn to work together.
3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement a “best fit” solution.
4. Build Collaborative Relationships/Teamwork – Develops and maintains win/win relationships and partnerships. The ability to develop, maintain and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
5. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decisions in a timely manner.

6. Self-Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development and personal growth.

## **ESSENTIAL POSITION RESPONSIBILITIES**

- Thoroughly review all completed incoming H-HEAP applications from the District offices.
- Contact H-HEAP applicants and assist with properly completing their H-HEAP applications in person or by phone.
- Assist incoming callers with questions about services in a professional manner or refer calls to supervisor or another appropriate staff member when necessary.
- Interviews clients to obtain information, explains the process, and completes the intake process
- Provides and receives client information in person, by telephone, or mail to authorized individuals
- Tracks data for program participants and enters data into agency and/or state information management system
- Maintain documents, files, applications, and other pertinent information
- Maintain accurate logs, daily schedules, taking messages, and performs follow-up with perspective applicants
- Other duties may be assigned

## **MINIMUM QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION**

A high school diploma/equivalent is minimally required

## **EXPERIENCE**

Two (2) years of general clerical experience with answering phones, faxing, making copies, filing documents, data entry, and computer literacy in excel and access.

## **REQUIRED SKILLS, KNOWLEDGE & ABILITIES**

- Must maintain a high level of confidentiality
- Must be able to read, write and speak in Standard English
- Able to accept supervision and work with staff and community social service providers cooperatively

- Able to deal effectively with a variety of people, situations, problems, and changes
- Able to work with people who are in stressful situations
- Able to work independently, as well as in groups
- Daily access to a vehicle is preferred
- Bilingual/bicultural skills, preferably in Marshallese, Chuukese, Samoan, Filipino, Korean, Laotian, Vietnamese, Japanese, or Chinese

**DESIRED SKILLS, KNOWLEDGE & ABILITIES**

- Knowledge of the characteristics of low-income areas and the community resources on Oahu
- Knowledge of the multi-ethnic cultures common to Oahu

**PHYSICAL DEMANDS/WORKING CONDITIONS:**

	Never/ Rarely	At Times	Often/ Constant
Work Locations: in doors			X
Work Locations: outdoors		X	
Work Locations: sitting			X
Walking/standing		X	
Bending/crouching/reaching, etc.		X	
Lifting/carrying - light (up to 10 lbs.)		X	
- medium (11 to 20 lbs.)		X	
- heavy (over 20 lbs.)		X	
Contact with hazardous materials	X		
Dust, smoke, odors, noise, etc.		X	
Travel - inter-island	X		
Travel - long distance (mainland, international)	X		
Use standard office equipment (including PC keyboard)			X