

DESCRIPTION: Under immediate supervision, provides a limited variety of direct customer services and performs paraprofessional/clerical support work for a casework office or unit or a document imaging center; performs related work as assigned.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Performs office support work involving receiving clients, entering data, filing, dispatching, sorting, or opening mail, completing forms, copying, searching records, answering multiline phones and keyboarding.

Enters, retrieves and researches information using agency computer systems.

Operates various equipment such as mail sorters, scanning/imaging equipment, multiline telephones and computers to obtain necessary customer information, to prepare documents for imaging and to tie customer applications and/or files.

Codes and indexes documents as they are scanned; performs quality control, inspection and verification of scanned documents.

Stores documents in a prescribed manner so they are retrievable and associated with the correct customer.

Completes or enters information and mails form letters to obtain verification of client resources, client status or other information necessary for eligibility or other status reviews.

Completes forms and reports or enters information regarding scheduling, billing, appointments or other documents involving service or program activities.

Receives application for services and reviews for completeness; inputs required information into the computer for accessibility by caseworkers.

Schedules and transports or arranges for transportation of clients for medical appointments, shopping trips, visitations or other activities.

Arranges for or picks up and delivers food, clothing and other essentials to client residences.

Provides information to clients and community members concerning the services and resources available through the agency and community partners.

Helps clients and community members use the services available through the agency and other appropriate community partners.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: English grammar and usage; general office practices and procedures; computer office applications, systems and programs.

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Ability to: communicate orally and in writing with clients/applicants; maintain records and files; operate mail sorters, scanning/imaging equipment, computers, multiline telephones and other office equipment; code information; interact appropriately with persons of diverse backgrounds and socio-economic levels; learn human services practices and procedures; interact with clients to establish a working relationship and respond to client needs; perform repetitive tasks in a fast paced environment.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications Applicants who need accommodation in the selection process should request this in advance.)

Coursework/Training or experience in public contact, customer service, working in a human services setting, using computer systems or office applications or performing office/secretarial support functions.

SPECIAL NOTES:

Specific positions in this class may require an employee to possess a valid driver's license and provide a passenger vehicle with adequate liability insurance, or have the ability to provide independent authorized transportation, in order to perform work related travel such as transportation for clients.

Specific positions in this class may require an employee to type at least 30 words per minute net.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).