



JOB DESCRIPTION

Job Title: CRP Client Services Specialist

Reports to: CRP Services Manager Dept: Court Referral Program
FLSA Classification: Non-exempt FT Entity: OneOC Core
Supervises Others: No

JOB SUMMARY:

The Client Services Specialist facilitates the placement, monitoring, and reporting of court-referred individuals in community service commitments with our partner non-profit agencies. The Client Services Specialist provides a high-level of customer service to the courts, probation, law enforcement, legal community and other county and state organizations to ensure compliance is met. Responsibilities include but are not limited to; data entry, record keeping, program facilitation and reporting functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Interviews, screens and places court-referred individuals in community service assignments, Cal Trans, physical labor, graffiti removal, litter pick up program and the YDAD program for the implementation of alternative sentencing requirements as ordered by the court.
- Performs data entry functions on all information pertaining to client records, including court orders, interviews, assignments, completion status, transfers, reassignments, and disposition reports.
- Manages accurate collection and safekeeping of program service fee revenues, assuring that cash-receipt procedures are followed, and daily deposits are conducted.
- Monitors court-referred individuals progress and completion daily, and reports status to courts, probation departments, and other appropriate agencies.
- Communicates with our non-profit, state and county community agencies, courts, probation departments, and other court-referral programs.
- Performs general office duties, including telephones, filing, and record keeping.
- Meets all requirements for confidentiality and for management of corporate, finance and personnel information including distribution controls, secure filing and disposal, and records retention and storage.
- Communicates effectively and courteously with all contacts -- internal and external. Works well with diverse people.

ADDITIONAL RESPONSIBILITIES:

- Maintains current knowledge of and complies with organizational and department policies and procedures.
- Meets all applicable safety requirements for the position and work environment including prompt injury reporting.
- Supports the vision and goals of OneOC.
- Performs other duties as dictated by efficient program operations or as assigned.

EDUCATION AND/OR EXPERIENCE:

- Associates degree is required
- Bachelor's degree is preferred
- Two years of office experience performing detailed tasks required.
- Customer service and cash-handling experience required.
- Must be bi-lingual in English and Spanish, Vietnamese is a plus.

COMPUTER & EQUIPMENT SKILLS:

- Has a thorough working knowledge of computer operating systems; uses a keyboard and calculator proficiently and with a high degree of accuracy and speed. Accurate typing skills of 35 wpm.
- Uses Microsoft Office Word, Excel and our proprietary software database as well as Internet and email programs proficiently.
- Uses typical office equipment.

PHYSICAL JOB REQUIREMENTS:

- Sits for extended periods of time at a computer station or work desk. Stands and walks throughout the day.
- Uses hands and fingers to operate computers and office equipment for up to 8 hours or more each day.
- Requires clear vision at 20 inches or less with or without corrective lenses and vision sufficient to use equipment and drive a car safely.
- Hearing and speech within normal ranges and sufficient for clear communication face to face and on the telephone.
- Lifts to 10 pounds regularly and 25 pounds occasionally.
- Exposed to typical office environment conditions and noise levels.

MENTAL AND REASONING REQUIREMENTS:

- Uses critical thinking skills to create documents and spreadsheets and interpret information furnished in written, oral, diagram, or schedule form.
- Able and open to work with multi-cultural populations.
- Open and able to work with individuals that have physical and/or mental limitations.
- Ability to work well under pressure and execute conflict resolution when necessary.
- Uses skill and judgment to ensure written or verbal outputs are clear, accurate, grammatical and of appropriate tone.
- Able to set goals based on available information and to plan work in order to meet deadlines. Able to project likely future occurrences based on current or historic data.
- Able to formulate appropriate responses to requests for services and information from internal or external customers.
- Able to understand customer issues and communicate solutions in a timely manner.
- Able to identify those situations that require supervisor intervention for a solution.

OTHER JOB REQUIREMENTS:

- Must be able to pass a DOJ background check and live scan.
- Maintains a high level of professionalism.
- Adheres to the company's dress code policy.
- Attends meetings and trainings as requested
- Assists with other duties as assigned on a regular basis.
- Organizes workload throughout the day to meet project timelines and deadlines. Minimizes time spent on personal calls and matters. Meets attendance and punctuality requirements; reports time and attendance accurately.
- Drives personal car on business; maintains a good driving record and personal car insurance in accordance with organization's policies and provides related records periodically.
- Must travel by car to multiple office locations daily within the Orange County area.

To apply, please send resumes to hr@OneOC.org

OneOC is proud to be an equal opportunity employer.