



Client Services Representatives

Are you interested in a position that will make a difference in your life and the lives of others? Community Teamwork is a private non-profit organization with over 400 employees dedicated to reducing barriers and creating opportunities for low income individuals and families.

In addition to fully utilizing your skills, Community Teamwork offers opportunities for continued professional development and career growth. Great teams, a competitive salary and well above average benefits including a generous contribution to employee 401k plans make Community Teamwork a highly regarded employer.

We are seeking (2) Client Services Representatives on a full time basis to process fuel assistance applications for new applicants including conducting application interviews; conducting recertification of income and calculating client benefit amounts; determining acceptable document verification while supporting families with appropriate referrals for other needs. Responsibilities include: processing client applications for re-certifications following all funding source protocols and/or regulations; compiling required statistics and maintaining client records for audit purposes; reviewing and troubleshooting client issues; educating clients on available programs; advocating for clients; performing reception duties such as answering phone calls, scheduling appointments, greeting clients and other clerical duties.

Qualifications include:

- High School Diploma or equivalent
- One year office experience with telephone and data entry preferred
- Knowledge and experience working with low income, elderly and culturally diverse families
- Excellent written and oral communication skills, customer service skills and organizational skills
- Ability to work independently and as a team in a fast paced, detail oriented environment
- Night and weekend work may be required as needed
- Bi-lingual skills (English/Spanish and English/Khmer) preferred

If you are interested in this position, please email your resume, cover letter and CTI Employment Application to: HR@commteam.org. Please include the name & department of the position you are applying for in the email subject line. Or, you may fax your resume with cover letter to: (978) 937-5824.

This is an exciting opportunity to become an integral member of an innovative, outcome focused team in an organization committed to excellence.