DIVISION: Matrix Human Services Center
POSITION TITLE: Customer Service Assistant
DIRECTLY RESPONSIBLE TO: Center Director

GENERAL STATEMENT OF DUTIES:
Greet visitors and customers to the Center Help customers with their questions and direct them to the proper Mission Partner within the Center.

QUALIFICATIONS
Education equivalent to graduation from a high school GED Good communication skills and computer skills Position requires drug screening and a criminal background check.

NOTE: Equivalent combinations of education and experience that could provide the required knowledge skills and abilities will be evaluated on an individual basis.

CONTINUOUS QUALITY IMPROVEMENT AND ETHICAL CONDUCT:
All personnel of Matrix must adhere to the NASW Code of Ethics and incorporate Continuous Quality Improvement efforts into their everyday performance.

RELATED KNOWLEDGE SKILLS AND ABILITIES:
Must possess strong oral and written communication skills Voluntarily take the necessary steps to improve job related skills and knowledge.

RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:
• Greet customers and visitors answer the telephone and provide general program information
• Xeroxing collating and distributing materials as requested Date
• Attend community meetings conference and trainings that are job related and would provide employee growth and development Complete and submit all necessary forms documentation reports and information needed by supervisors and funding sources
• Attend Center staff meeting and other program related meetings or activities
• Complete other assignments and duties assigned by the Center Director

For more information, please contact
Contact Person(s):

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