



Kalamazoo Regional Educational Service Agency Job Description

Job Title: Case Manager Assistant
Reports To: Division Director
FLSA Status: Non-Exempt
Prepared By: Human Resources
Prepared Date: October, 2007

Summary:

Assist staff including case manager(s) to meet the needs of the Y.O.U. / Employment Services division within the Kalamazoo and St. Joseph service delivery area in accordance with the agency's mission of providing excellent service. Provide quality customer service by giving assistance, information and technical support to internal and external customers.

Essential Duties and Responsibilities:

- Must have knowledge of and comply with the policies and procedures contained within the Kalamazoo RESA handbook.
- Assist case manager(s) in order to support business, youth and employment programs via outreach, intake/registration, eligibility verification and determination, assessment and referral, follow-up, tracking and coordination of transition services.
- Inform prospective clients of the full range of services available.
- Refer interested and qualified clients meeting criteria to applicable program service providers.
- Perform clerical duties necessitated by program activities including data entry, correspondence, filing, word processing and spreadsheet, phone work, ordering supplies, receptionist tasks.
- Support established relationship with entities such as partner agencies and area employers to coordinate services and outreach efforts.
- Provide assistance to clients with job search related activities.
- Other duties as assigned.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Education and/or Experience:

High school diploma or equivalent. Professional business experience. Excellent people skills.

Certificates, License, Registration:

Not applicable.

Other Skill & Abilities:

Ability to communicate effectively including listening
Works in a team oriented fashion to accomplish program goals
Ability to efficiently use computer and applicable software
Ability to problem solve
Ability to read, analyze and interpret data
Maintains confidentiality
Adapts to frequent changes in the work environment
Uses equipment and materials properly
Practices safe work habits

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is frequently required to reach with arms and hands, stand, walk and sit. The employee must frequently lift and/or move up to ten pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment:

The noise level in the work environment is generally moderate.

It is the policy of Kalamazoo Regional Educational Service Agency that no discriminating practices based on gender/sex, sexual orientation, race, religion, height, weight, color, age, national origin, disability or any other status covered by federal, state or local law be allowed during any program, activity, service or in employment. The following positions at Kalamazoo RESA have been designated to handle inquiries regarding the nondiscrimination policy. Human Resources Administrator, Tom Zahrt; Assistant Superintendents: Margaret McGlinchey & Laurie Montgomery. Contact information: 269-250-9200, 1819 E. Milham Avenue, Portage, MI 49002.