

## Newcap, Inc.

### **JOB DESCRIPTION**

**JOB TITLE:** LTE WERA Information Specialist

**FLSA STATUS:**

**JOB GRADE:**

**REPORTS TO:** Deputy Housing Director

### **GENERAL SUMMARY:**

- ❖ Effectively use agency database to ensure compliance with data standards and record-keeping.

### **AGENCY EXPECTATIONS:**

1. Adhere to agency policy and procedures.
2. Exceptional Communication and organizational skills.
3. Maintain a positive and respectful attitude.
4. Demonstrate flexible and efficient time management and ability to prioritize workload.
5. Consistently report to work on time prepared to perform duties of position.
6. Has a strong work ethic having the needs of the organization and the clients as the primary priority.
7. Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
8. Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
9. Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mails, and conversations.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Effectively use agency database to ensure compliance with data standards and record-keeping
  - ❖ Set up and maintain entries into CAPTain in a timely manner to ensure accuracy
  - ❖ Makes necessary corrections to information entered. Compiles, sorts, and verifies accuracy of data to be entered. Keeps record of work completed.
  - ❖ Responds to inquiries regarding entered data.
  - ❖ Performs quality control by comparing data entered with source documents or re-enters data in verification format on screen to detect errors.
  - ❖ Provides administrative support to ensure efficient operation of office.
  - ❖ Generate reports

- ❖ Have a clear understanding of data requirements for CSBG reporting and program.
- ❖ Upload client documentation into internal database.

#### Agency Intake:

- ❖ Take calls from clients in need of agency programs, ask screening/qualification questions.
- ❖ Refer to appropriate agencies or begin application process by sending application packet.
- ❖ Maintain knowledge of all Newcap programs and related community programs and services.
- ❖ Responsible for other duties as assigned or required

#### **WORKING CONDITIONS:**

This work is generally performed in an office environment and in the community. Some overnight and out of state travel may be required.

#### **EFFORT:**

Long periods of time working at a computer terminal. Use of keyboard may be stressful to hands or wrists. Must be able to see, hear and speak. Frequent handling and fingering, reading, working with information, standing, walking. Occasional lifting to 25 pounds, reaching, and climbing.

#### **MACHINES, TOOLS, EQUIPMENT:**

Computer, cell phone, printer, photocopy machine, fax machine, calculator, shredder, telephone.

#### **MINIMUM QUALIFICATIONS:**

- ❖ Individuals with lived experience of homelessness encouraged to apply. Education will be considered as an alternative to experience.
- ❖ Previous experience in data entry or equivalent experience in a related field a plus
- ❖ Proficient in Microsoft Word and Excel
- ❖ Attention to detail
- ❖ Excellent communication and organizational skill

A combination of education, training and experience that results in demonstrated competency performing the work may be substituted.

#### **ABILITIES REQUIRED:**

- ❖ Ability to read, write using proper grammar/punctuation, and communicate effectively
- ❖ Possess organizational, planning and analytical skills.
- ❖ Computer skills
- ❖ Experience with word processing, spreadsheets, scheduling, project management, presentations.
- ❖ Ability to perform tasks with minimal supervision or oversight.
- ❖ Ability to work with individuals in a respectful and nonjudgmental manner
- ❖ Work collaboratively with Newcap coaching team to maximize experience for client and family

#### **SPECIAL REQUIREMENTS:**

- ❖ Must possess a valid driver's license.

- ❖ Must undergo a background check.
- ❖ Must be able to maintain the confidentiality of any information encountered.

**PHYSICAL DEMANDS:**

Employee must be able to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Approved:

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Employee Date

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Supervisor Date

\_\_\_\_\_  
Human Resources Date

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President/C.E.O. Date