



OSWEGO COUNTY COMMUNITY SERVICE WORKER & COMMUNITY SERVICE WORKER (SPANISH SPEAKING)

Oswego County has immediate openings for Community Service Workers to provide direct customer service to clients and support to professional staff in the administration of programs and services at the Oswego County Department of Social Services. These are entry-level positions requiring strong interpersonal skills, effective verbal and written communication skills, the ability to learn and effectively use unique computer systems, and the ability to remain organized and productive in a fast-paced work environment. Positions involve assisting clients in completing forms/paperwork; assisting in communication between clients, the Department and the community; interviewing clients either directly or over the phone to obtain necessary information; gathering information and/or documentation in support of eligibility or to prepare a program case for review and processing. Incumbents may make home visits as necessary to secure signatures and/or documentation, or to follow up with clients for information. Community Service Worker (Spanish Speaking) is required to interpret and fluently speak the Spanish language for use with clients as needed.

Qualifications: Completion of 30 semester credit hours; **OR** Graduation from high school or possession of an equivalency diploma and one (1) year of customer service experience, or paid or volunteer experience in a non-professional position supporting social service, employment, health care, or other community-based programs. **SPECIAL REQUIREMENT:** Possession of a valid New York State driver's license appropriate to the vehicles operated or otherwise demonstrate their ability to meet the transportation needs of the position.

This title has been approved to be filled without the need to take an exam for a one year period through the HELP Program. Candidates appointed permanently to this title will NOT need to take an exam and will remain in their position even when the HELP program ends.

Pay Rate: \$17.07 per hour plus competitive benefits package including: health, life, dental and vision insurance; NYS Retirement; and Public Service Loan Forgiveness Program.

To Apply: Review of applications will begin immediately and continue until positions are filled. Please visit our website to complete an online application or submit a paper application to the address below.

Oswego County Human Resources Department
46 East Bridge Street
Oswego, New York 13126
(315) 349-8209 Fax: (315) 349-8254
Email: humanresources@oswegocounty.com
Web: www.oswegocounty.com/humanresources

AA/EEO EMPLOYER