



Charlotte Area Fund is currently seeking a full-time Program Support Administer Specialist to join their team.

The Program Support Administrator provides intake, assessment and eligibility determination services to applicants of the various Charlotte Area Fund programs. This position is responsible for conducting pre-evaluation and post placement follow-up as well as formal job readiness training off-site at other facilities. The Program Support Administrator provides general office support for the day-to-day operations and supervisors the Intake Specialists of Charlotte Area Fund.

RESPONSIBILITIES:

- Completes data entry for new applicant's assessment.
- Reconciles client's records for auditing, compliance and year-end closings.
- Conducts follow-ups to obtain required information regarding clients.
- Updates and stores employment verifications.
- Records and process information for Meck. County Re-Entry Program residents and Latin American Coalition clients.
- Supports the Employment Dept. with forms, filing, and computerized data entry.
- Manages front office activities, including client flow, within the lobby and CARE3 site areas.
- Conducts intake and needs assessment services including initial client interview, completion of all eligibility forms and other documents.
- Directs clients to the most appropriate CAF components with regards to employment, consumer education, and nutrition services, as well as to other service agencies.
- Provides oversight of agency client-database computer system to ensure adherence to State and agency policies and procedures with completion and maintenance of the information contained therein.
- Reviews all client folders to ensure adherence to agency/programmatic policies and procedures; certify that all clients are eligible for participation.
- Makes recommendations for personnel actions based on employee's performance.

QULIFICATIONS:

- High school diploma or general education degree (GED) required.
- Minimum of 2 or more years of administrative and intake experience required; or equivalent combination of education and experience.
- Ability to read, analyze, and interpret reports, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Valid driver's license is required. Evening and weekend availability when necessary.

COMPENSTATION:

- Compensation for this role will commiserate with experience.