



JOB DESCRIPTION

PROGRAM SUPPORT

PATHWAY HOME 2 (PH2)

POSITION SUMMARY:

Provide support, i.e., obtain background clearances, order program supplies, coordinate travel and training logistics, assist with program data entry, track support services and incentives and prepare program documents. Complete all required client documentation in MoJobs and MET databases in compliance with intra-agency, federal, state and local requirements.

ESSENTIAL JOB FUNCTIONS:

- Welcome all participants with high quality customer service and ensure all services are introduced.
- Provide support for customer Intake/Registration, as needed.
- Coordinate with staff and partners to ensure customer has access to tools and resources to achieve goals and program outcomes.
- Organize, coordinate and maintain records and vital information.
- Assist in coordination of referrals to remedial education, HiSET and support services, as needed.
- Complete required participant documentation in MoJobs and MET Databases.
- Communicate effectively with all team members, management and participants.

SKILLS AND ABILITIES:

- Demonstrated ability to work in a team environment.
- Demonstrated ability to complete various tasks and provide appropriate follow-up with participants, team members and management.
- Strong oral and written communication skills.
- Demonstrated superior Customer Service skills.
- Demonstrated strong documentation skills.
- Proficient in MS Word/PowerPoint/Outlook; MoJobs Database experience is a plus.

QUALIFICATIONS:

- Bachelor's Degree in Social Services, Human Services, or a related field of study and/or 3-5 years of social services or business experience.
- Must demonstrate experience working in a demanding, fast-paced work environment.
- Must demonstrate excellent attention to detail.

The duties identified above are meant to describe the general nature and level of work performed; they are not intended to imply that these are the only duties. Employees will be required to follow other job-related instructions and to perform other duties as requested in compliance with state and federal laws. Job functions are performed on site and may be modified, as needed.