EAST MISSOURI ACTION AGENCY, INC.

"A Community Action Agency"
P.O. Box 308, 403 Parkway Drive
Park Hills, MO 63601
"An Equal Opportunity Employer"

POSITION DESCRIPTION

1. **JOB TITLE:** MIS/CSBG Training Coordinator

2. **GRADE LEVEL:**   V

3. **FLSA STATUS:**   Non-exempt

4. **SUPERVISOR'S POSITION:** Community Service Department Head

5. **SUPERVISED POSITIONS:** None

6. **POSITION SUMMARY:**

    The incumbent of this position is responsible for all aspects of the Community Service Department's computerized management information systems (MIS) including troubleshooting, computer set up, computer training, data entry and reporting. Also responsible for training on Family Intake/Assessment/Referral, Family Development, LIHEAP and for compilation of the Community Services resource directories, assessment preparation, and compiling information from the Community Service Opinionnaire.

7. **SPECIFIC RESPONSIBILITIES:**

    A. Build and maintain Family Intake/Assessment/Referral household filing system. Check for accuracy, duplication and errors. Provide State CSBG Office monitor with accurate lists of all FIAR and various Family Development projects

    B. Compile monthly board reports showing activities of Community Service Representatives. Compile an integrated report containing key statistics for all counties.

    C. Maintain FIAR and Family Development files in readiness for monitoring visits by State CSBG Office.

    D. Responsible for MIS computer system, accurate resource information & for assuring that the computer system meets all needs of the Community Services Department. Work directly with system programmer in designing and

implementing system changes.

E. Design and complete assessment tool that includes all items required by CSBG Grant and Section G report.

F. Train staff on Family Intake/Assessment/Referral (FIAR) forms, interview questions and data entry.

G. Evaluate questionnaires developed by others, attend training seminars on survey methods and design questionnaires/opinionnaires to provide data to support grant applications.

H. Compile data from opinionnaires, set up data base and spread sheets for tally purposes and set up reports as directed by Community Services Department Head or needed by funding sources.

I. Run various "in-house" reports for planning, training, and informational purposes.

J. Train all Community Services Outreach staff on all aspects of the job including Community Services Programs, LIHEAP, and other energy programs.

K. Direct the Community Services staff to ensure they receive the necessary training and development to enable them to carry out their computer responsibilities.

L. Produce reports necessary to comply with state and federal requirements.

M. Maintain and update the Community Service Department Webpage.

N. In the absence of other staff and during times of work overloads, assist with FIAR, Family Development, LIHEAP and other Community Services projects at the Central Office and County Community Service Office sites, as required.

O. Order supplies for use in Outreach Offices. Obtain prices quotes and strive to satisfy needs of staff and keep within cost limits.

P. Work with IT consultants to ensure computer/phone issues, set up and problems are resolved in a timely manner. Respond to staff inquiries to help them resolve any hardware or software problems.

Q. Design and print forms needed by the Community Service Department, including FIAR forms, Low-income Narratives, Homeless Narratives, In-kind logs, and other forms used in the Community Services Department.

R. Ensure that computer, copier, phone, scanner and other IT equipment is in good

working order.

S. Review FIAR files for accuracy; provide Community Service Offices with listings of problem areas. Review files to ensure all homeless have been followed up on within time frame specified in CSBG grant. Review files to ensure all homeless narratives are in household files as required by the CSBG Grant.

T. Ensure monthly logs for copy work, postage, client sign in sheets, etc are maintained and submitted on time to accounting and to the various office supply vendors.

U. Attend meetings and training events as required or needed.

8.   **TRAINING, EXPERIENCE, & SKILLS REQUIRED (QUALIFICATIONS)**

A. Degree in a computer related subject and additional two years experience in operating and troubleshooting computer systems. However, an additional two years of experience may be substituted for educational requirement.

B. Detailed knowledge of CSBG program requirements. General knowledge of auxiliary program eligibility requirements.

C. Skilled in presenting training for CSBG programs, including preparing and maintaining training manuals on FIAR and other programs.

D. Skilled in setting up spread sheets and data bases for use in correlating participation in Community Services Block Grant strategies.

E. Broad understanding of computer systems, computer applications and operating systems, data entry and reporting including familiarity with web pages, Microsoft Office, and various other data systems.

F. Skilled in MIS System or other related systems.

G. Excellent communication and interpersonal skills.

H. Skills/knowledge in designing questionnaires for use in Community
I. Services Programs.

J. Knowledge of basic accounting.

K. Ability to handle sensitive participant information in a confidential manner.

L. Basic skills in proper methods to interview participants in need of assistance.

M. Clerical and organizational abilities and skills including typing, filing and & gathering & presenting data in a usable form.

N. Thorough knowledge of purpose and mission of EMAA and of programs and activities of the Community Services Department; a general knowledge of other EMAA programs.

O. Ability to follow written and oral instructions.

P. Possession of a valid Missouri Driver's license, full time use of an automobile and adequate liability insurance. Ability to travel as needed.

Q. Ability to lift 50 pounds or more.

R. Must maintain good attendance.

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Employee's Signature   Date

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Department Head's Signature   Date

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Executive Director's Signature   Date