

Crowley's Ridge Development Council, Inc. (CRDC)
Human Services Department

Position Title: Human Services Representative
FLSA Classification: Full-Time, Non-Exempt
Program: LIHEAP / CSBG
Reports To: Human Services Coordinator
Location: 2114 N. Church Street, Jonesboro, Arkansas

General Responsibilities

Provide front-line customer service to individuals and families seeking assistance through CRDC programs. Assist clients with information, referrals, and applications for LIHEAP, CSBG, and related services. This position plays a key role in connecting customers with available resources while maintaining professionalism, confidentiality, and a commitment to CRDC's mission of supporting family self-sufficiency.

Essential Duties & Responsibilities

- Greet and assist customers at the front desk in a professional and courteous manner.
- Answer phone calls and provide accurate information or direct inquiries appropriately.
- Accept and process LIHEAP and CSBG applications, ensuring that all required documentation is obtained and eligibility criteria are met.
- Provide guidance to clients on program eligibility and documentation requirements.
- Submit referrals promptly and accurately.
- Maintain up-to-date knowledge of agency policies, procedures, and client eligibility requirements.
- Safeguard all confidential and sensitive client information.
- Attend required trainings and actively participate in information-sharing sessions.
- Perform additional duties as assigned to support efficient program and agency operations.

Qualifications & Education

- Associate degree and/or a combination of education and work experience in a related field. CRDC reserves the right to substitute relevant work experience for formal education.
- Effective verbal and written communication skills.
- Strong organizational, problem-solving, and interpersonal abilities.
- Proficient computer and data entry skills.
- Demonstrated ability to coordinate and connect individuals/families with community resources and services.

Work Environment

- Office setting with moderate noise levels (phones, printers, and regular foot traffic).

Physical Requirements

- Ability to sit, stand, walk, bend, squat, and lift as necessary.
- Occasionally required to lift and carry up to 30 pounds.

Special Requirements

- Reliable transportation, valid driver's license, and proof of auto liability insurance.
- Successful completion of a background check, driving record check, and drug screening.

Public Relations

- Represent CRDC with professionalism and accountability in all interactions with clients, partners, and the public.
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Crowley's Ridge Development Council, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

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