

Position: Certification Assistant
Department: Food Distribution Program on Indian Reservations
Supervisor: Certification Manager
Supervises: No One
FLSA: Non-Exempt

Position Summary:

This position will perform as the Certification Assistant for the Food Distribution Program. Greets participants/potential participants and answers the telephone to ascertain the nature of the person's business need. Routes calls, answer questions regarding program requirements, schedules appointments and does certification procedures when needed. Responsible for monthly calendar, schedule book(s) and distribution lists.

Duties and Responsibilities:

- Responsible for daily sign-in sheet and availability of writing instruments, applications, various certification forms, household issue sheets, and clip boards for the front desk and lobby.
- Insures participants are served in a timely manner per sign-in sheet, make next month's appointment in schedule book and on their ID card.
- Answers telephone and routes calls to appropriate persons or informs potential participant callers of program eligibility, application procedures and documents needed to process their application, set-up appointment date and hours for certification interview and issuance of commodity foods.
- Maintains Skip Issuance Log for household sizes one (1) and two (2) each month.
- Coordinates with Certification Manager to assemble monthly schedules(s), and distribution of monthly calendar to the appropriate field locations and media.
- Is responsible for printing the Master Food Stamp Exchange list and mailing to area DHS offices.
- Is responsible for printing the monthly Master Food Stamp Exchange, Master Household, Certification Due, and Client Information Lists and assemble into a file for the front desk, tailgate sites, and Certification Manager.
- Conducts certification of applicants when needed or in the absence of certification staff. Insures certification procedures are in full compliance with the USDA regulations. Enters the household data on the AIS. Prepares and enters all necessary information and documents for the case files.
- Assists with program outreach, printing of nutrition education/recipes for distribution to participants.
- Reviews schedule book for missed appointments, checks AIS system to verify if household has or has not picked up their food, and calls to reschedule another appointment if they have not picked up.
- Assists the elderly/disabled as needed with applications and issue sheets.
- Assists in checking out participants in the store(s) on the AIS as needed.
- Performs cleaning duties during the last two hours of each work day or when otherwise required.
- Responsible for maintaining cleanliness and sanitation of Office/Store Area.
- Oversees ordering and maintaining cleaning supplies for the facility.
- Performs related work as required by the Certification Manager or Program Director.

- Basic knowledge of computer word processing and database.
- Knowledge of Federal/State program regulations preferred.
- Good telephone answering and customer service skills in dealing with the general public.

Education and Experience:

- High School diploma or GED.
- Completion of a secretarial training program or 2-3 years of experience in clerical work.
- Any equivalent combination of education and experience.

Employee's Signature

Date

Supervisor's Signature

Date

Director's Signature

Date