

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Client Service Coordinator I

CLASS CODE: 6147

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification provide professional client services for the city.

DISTINGUISHING CHARACTERISTICS:

This is a journey-level professional classification in the Social Services Series – Client Service Group job family within the City of St. Louis. Incumbents in this classification perform moderately complex duties with a variety of related tasks. The distinguishing characteristics of this classification within the series include responsibility for conducting the intake and initial assessment process of new clients or arrivals, including interviews, orientations, referrals, and assignments.

Incumbents work under general supervision. While workers require some supervision in most assignments, they are free to develop their own work sequences within established procedures, methods and policies. They are generally subject to periodic supervisory checks.

This is an individual contributor class, meaning the incumbent is responsible for his/her own work including output, quality and timeliness. Incumbents may, however, explain work processes and train others, such as new employees, in the same or similar job title. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Conducts the work of intake for new clients including interviews to gather information and assess; provides orientation for new clients.

Performs follow-up casework through office contacts, and site visits.

Provides services, information, and referrals to clients.

Maintains appropriate case documentation, files, and records.

May supervise children in emergency facility and/or provide short-term counseling for children.

May provide services to inmate of city penal institutions.

May screen work-release petitions of inmates.

Performs other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

Human Interaction:

Requires the ability to provide paraprofessional level counseling in semi-specialized areas, such as providing counseling to clients.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to start, stop, operate and monitor functioning equipment such as a computer, fax and copy machine, and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a variety of advisory data and information such as letters of incarceration, legal pleas, medical referrals, intake materials, statutes, procedures, guidelines and non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning:

Requires the ability to apply principles of influence systems such as supervision, managing, leading, teaching, directing, planning, coordinating and controlling. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

Environmental Factors:

Tasks may risk exposure to adverse environmental conditions, such as violence or disease.

Physical Requirements:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting of objects and materials weighing twenty (20) to fifty (50) pounds, such as office supplies.

Tasks may involve extended periods visual concentration at keyboard or workstation.

Sensory Requirements:

Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes, sounds, tastes, odors and textures associated with job-related objects, materials and tasks.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.