

**JOB DESCRIPTION**  
**NESDCAP DBA GROW South Dakota**  
**104 Ash St. E.**  
**Sisseton, SD 57262**

Job Title: <b>Customer Service Associate</b>	
Reports to (Immediate Supervisor): <b>Sr. Program Director</b>	
Revision Date: <b>October 1, 2021</b>	

**Position Overview:** Provide efficient assistance and management support to the front desk, CEOs, COOs, and other designated staff.

**Detailed Job Functions:** Administrative tasks include but are not limited to the following tasks.

- Answer, direct, transfer and/or take messages for telephone calls.
- Greet and provide information to walk in clients and/or general public.
- Generate weekly Agency correspondence, such as staff schedules, agency updates, etc.
- Distribute agency applications, information as requested.
- Sort/distribute incoming mail, prepare outgoing mail.
- Entering data into appropriate databases.
- Provide efficient support to CEOs, COO and other designated staff.
- Routine office tasks, such as filing, copying, scanning etc.
- Prepare income and outgoing mail.
- Compose, complete, and analyze surveys utilizing Survey Monkey.
- Assist with agency marketing such as: poster design, prints ads, web images, brochures, and other marketing products as needed.
- Schedule flights/book hotels for agency staff.
- Assist in preparing reports for funding sources.
- Assist with organizing events and meetings including establishing agendas, speaking points, PowerPoint presentations.
- Prepare items into final format for delivery.
- Strive to meet agency strategic plan goals.
- Perform other duties as mutually agreed upon.

**Performance Dimensions:**

- Must be accessible and responsive to the needs and concerns of management and other employees.
- Must maintain and comply with governmental record keeping and administration.
- Must maintain the integrity of confidential employment and business information.

**Knowledge, Skills, and Abilities:**

- Must have a High School Diploma or equivalent.
- Must have a valid driver's license.
- Must be a United States citizen or permanent resident alien.
- Time management practices are necessary in all aspects of work.
- Prioritize workload
- Must be analytical, organized, and people oriented

- Able to quickly, efficiently and effectively use a variety of customized computer programs including Microsoft Office products and data base programs.
- Ability to handle multiple interruptions, work effectively and independently without supervision.
- Ability to plan, prioritize, and organize work effectively; work under pressure and time deadlines, analyze problems and propose reasonable solutions.
- General office duties such as: office cleaning, product stocking/ordering, fill cars up with gas, completing job errands, etc

**Working Conditions:**

- Work is performed in a large office environment
- Hours of work will be during regular business hours.
- There will be some variation in work hours due to special projects, deadlines, and other concerns.
- Out-of-town and overnight business travel may be requested for business.

**Acknowledgment:** This job description describes the general nature and level of work performed by employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by the CEO or management staff. All requirements are subject to change over time and to possible modifications to reasonably accommodate individuals with a disability. This job description does not constitute a written or implied contract of employment.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.

\_\_\_\_\_  
Received by Employee

\_\_\_\_\_  
Date



104 Ash Street East, Sisseton, SD 57262

Phone (605) 698-7654 Fax (605) 698-3038  
 Website: growsd.org Email: info@growsd.org

## *Application for Employment*

Date \_\_\_\_\_

Name \_\_\_\_\_ Social Security Number \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Email \_\_\_\_\_

Employment Position Desired \_\_\_\_\_ Date you can start \_\_\_\_\_ Salary desired \_\_\_\_\_

Are you interested in working Full or Part Time? Full time \_\_\_\_\_ Part time \_\_\_\_\_

### Education History

Schools	Name and location of school	Years attended	Did you graduate	Subjects studied
<b>High School</b>				
<b>College</b>				
<b>Trade, Business or Correspondence School</b>				

U.S. Military or Naval Service:	Rank:
---------------------------------	-------

Subjects or special study/research work or special training/skills:  
 \_\_\_\_\_  
 \_\_\_\_\_

Are you willing to work overtime if required? Yes \_\_\_\_\_ No \_\_\_\_\_

Can you travel if a job requires it? Yes \_\_\_\_\_ No \_\_\_\_\_

Do you have a valid driver's license? Yes \_\_\_\_\_ No \_\_\_\_\_



Are you currently employed? Yes\_\_\_ No\_\_\_

If so, may we inquire of your current employer? Yes\_\_\_ No\_\_\_

**Employers** (List below last three employers, starting with most current one first)

Month and Year	Name and address of employer	Salary	Position	Reason for Leaving	Work performed and job duties
From					
To					
From					
To					
From					
To					

**References** (Give the names of three individuals not related to you, whom you have known at least one year.)

Name	Address	Phone #	Business	Years Known

Are you a U.S. Citizen? Yes\_\_\_ No\_\_\_

If no, do you have a work authorization number? Yes\_\_\_ No\_\_\_

Have you ever been convicted of any felony? Yes\_\_\_ No\_\_\_

Have you ever been convicted of a misdemeanor involving dishonesty, criminal sexual conduct, assault or battery, or any criminal drug statute? Yes\_\_\_ No\_\_\_

If yes, please explain: \_\_\_\_\_

**Authorization**

*"I certify that the facts contained in this application are true and complete to the best of my knowledge and understand that, if employed, falsified statements on this application shall be grounds for dismissal.*

*I authorize investigation of all statements contained herein and the references and employers listed above to give you any and all information concerning my previous employment and any pertinent information they may have, personal or otherwise, and release the company from all liability for any damage that may result from utilization of such information.*

*I also understand and agree that no representative of the company has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing, unless it is in writing and signed by an authorized company representative.*

*This waiver does not permit the release or use of disability-related or medical information in a manner prohibited by the Americans with Disabilities Act (ADA) and other relevant federal and state laws."*

Date\_\_\_\_\_

Signature\_\_\_\_\_

“The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to participate in the program. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or to discriminate against you in any way. However, if you choose not to furnish it, we are required to note the race and ethnicity of applicants on the basis of visual observation or surname. If you do not wish to furnish the above information, please check the box below.”

I do not wish to furnish the information.

**Race: (Mark one or more)**

White \_\_\_\_\_  
Black or African American \_\_\_\_\_  
American Indian/Alaska Native \_\_\_\_\_  
Asian \_\_\_\_\_  
Native Hawaiian or other Pacific Islander \_\_\_\_\_

**Ethnicity: (Mark one)**

Hispanic or Latino \_\_\_\_\_  
Not Hispanic or Latino \_\_\_\_\_

**Gender:** Male \_\_\_\_\_ Female \_\_\_\_\_

\_\_\_\_ Information provided by management