507 1st Ave. N
Escanaba, MI 49829
(906) 786-7080 – Phone
(906) 789-9423 – Fax

The Menominee-Delta-Schoolcraft Community Action Agency is currently accepting applications for the following position:

Job Title: Client Services Worker
Position Type: hourly, non-exempt
Hours: Full-time 40 hours a week
Location: Manistique Administration Office

Pay Range: $17.50 – $20.00

Benefits: Benefits include paid time off; 403(b) retirement plan; health, dental, vision and life insurances; and access to our Employee Assistance Program.

Job Summary: This full-time position is primarily responsible for completing client intake, assessing needs, determining eligibility, collecting required documentation and connecting clients with available assistance. The Client Services Worker also provides information and referrals to the appropriate Agency program or outside community resources and assists the Client Services Director with other program areas and projects as needed.

Qualifications:

- High school diploma or equivalent; associate degree in human services preferred
- Ability to work effectively with staff, other organizations and the public
- Working knowledge of computers, including Microsoft Office
- Excellent communication skills
- Dependable transportation and willingness to travel
- Must submit to a criminal background check

How to Apply: A full job description can be found on our website (www.mdscaa.org/job-board).

Applications can be completed using the following link: https://pdf.ac/uu1ZH6HJ

A paper application can also be picked up at any of our centers and sent to MDSCAA, Attention: Human Resources, 507 1st Ave N, Escanaba, MI 49829 ***OR*** emailed to hr@mdscaa.org.

This position will remain posted until filled.

Menominee-Delta-Schoolcraft Community Action Agency provides equal employment opportunities to all employees and applicants for employment without regard to race, color, creed, ancestry, national origin, citizenship, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, religion, age, disability, genetic information, height, weight, service in the military, or any other characteristic protected by applicable federal, state, or local laws and ordinances.

Job Title:	Client Services Worker	**Revised:**	10/2026
Program:	Client Services	**Reports To:**	Client Services Program Director
Location:	Schoolcraft		
Classification:	Non-exempt, hourly	**Supervises:**	None

POSITION OVERVIEW

The Client Services Worker serves as the primary point of contact for individuals and families seeking Agency programs and services. This full-time position is primarily responsible for completing client intake, assessing needs, determining eligibility, collecting required documentation and connecting clients with available assistance. The Client Services Worker also provides information and referrals to the appropriate Agency program or outside community resources and assists the Client Services Director with other program areas and projects as needed.

EDUCATION & EXPERIENCE

- High school diploma or equivalent; associate degree in human services preferred
- One year of experience working in human services or a related field, or experience working with service organizations and public agencies preferred

REQUIRED SKILLS/ABILITIES

- Working knowledge of computers, including Microsoft Office
- Excellent communication skills
- Strong organizational and time management skills
- Dependable transportation and willingness to travel
- Ability to work effectively with staff, other organizations and the public
- Must submit to a criminal background check

DUTIES/RESPONSIBILITIES

- Serve as the primary intake contact for clients seeking assistance through Agency programs and services
- Complete intake and determine eligibility for water, heat and utility assistance, Walk for Warmth, ramp assistance, diaper grant assistance and other available assistance programs
- Assist clients with applications and collect, review and maintain all required household, income and program documentation
- Calculate household income and apply program guidelines to determine eligibility for services
- Enter and maintain complete, accurate and timely client information in Agency recordkeeping and reporting systems
- Clearly explain program requirements, application status, required documents and next steps to clients
- Respond to individuals who call or visit the office seeking information and connect them with the appropriate Agency program or an outside community resource
- Maintain current knowledge of Agency programs and local resources in order to provide accurate information and effective referrals

- Establish and maintain cooperative working relationships with local human service providers, community organizations and other referral partners
- Inform the Client Services Director of client trends, emerging concerns and unmet needs
- Prepare and submit required reports, forms and program documentation accurately and on time
- Assist the Client Services Director with other program areas, assignments and active projects as needed
- Represent the Agency on community boards, committees or outreach activities as assigned

Other:

- Maintain confidential files and records
- Participate in required staff trainings and meetings
- Comply with the policies and procedures of Menominee-Delta-Schoolcraft Community Action Agency and its funding sources
- Perform other duties as assigned

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

- Prolonged periods of sitting at a desk and working on a computer
- Prolonged periods of driving a vehicle
- Must be able to exert up to 10 pounds of force occasionally
- Possible exposure to inclement weather conditions and hazardous driving conditions

This job description is not designed to cover or contain a comprehensive listing of job duties or responsibilities. Duties may be changed at any time with or without notice.