



**Campaign for Working Families, Inc.**  
**Position: Resource Specialist**  
December 2019 - May 2020

**Reports to:** Director of Asset Development, Campaign for Working Families

**Program:**

The Campaign for Working Families, Inc. (CWF) facilitates expanded income security to low and moderate wage earners in the Philadelphia and Southern New Jersey regions by increasing their access to the Earned Income Tax Credit (EITC) and other federal credits; as well as low cost financial services and products and public benefits.

**Purpose of Position:**

To educate clients regarding resources available through CWF; assisting clients with public benefit enrollment and other CWF provided programs/services; facilitate client data collection/reporting; support all CWF activities that promote financial stability.

**Length of Appointment:**

Seasonal Part-Time positions (up to 29 hours per week) from Mid-January to May 1<sup>st</sup>, 2020. Training occurs December 2019 through January 2020. Candidates must be available for all trainings and to work Saturdays and evenings as required during the tax season.

**Responsibilities:**

**Customer Service**

- Engage clients in conversation to cultivate trust and effectively share CWF program information
- Ensure a warm, respectful and comfortable environment for the customer

**Benefits Screenings**

- Serve as on-site expert for CWF resource services
- Follow procedures to screen and enroll clients in programs for which they qualify using a variety of software programs
- Introduce appropriate financial products in response to customer interest and suitability

**Administration**

- Arrive at the tax site promptly before the start of assigned shift
- Participate in weekly conference calls and webinars.
- Participate in all training dates between October and January.

**Strengths Needed to Succeed:**

Learn and Implement new processes	Customer service skills
Be Punctual and Reliable	Excellent computer skills
Function well in a chaotic environment	Commitment to the mission of CWF
Attention to detail	High level of organization

**How to Apply:** Please send resume and cover letter to Burt Bivings, Asset Development Manager, at [bbivings@cwfphilly.org](mailto:bbivings@cwfphilly.org)