



JOB DESCRIPTION

Position: General Assistance Director
Department: General Assistance
Reports to: Administrator
FLSA Status: Exempt

Rich Township is one of 30 townships in Cook County, Illinois and serves 10 municipalities including: Country Club Hills, Flossmoor, Hazel Crest, Homewood, Matteson, Olympia Fields, Park Forest, Richton Park, and Tinley Park.

Position Summary: The General Assistance Director is responsible for maximizing customer satisfaction and engagement with Township's GA services. They serve as managers, mentors, and thought leaders who oversee customer support. This entails assigning day-to-day tasks and guiding teams through issue escalations and client interactions, as well as meeting with clients directly to cultivate long-term relationships.

The GA Director works during regular business hours, although additional hours and weekends are likely because of a heavy workload, and they must always be on-call in case of client issues.

Responsibilities: Under the supervision of the Rich Township Administrator, duties include, but not limited to:

- Lead GA support team in resolving issues while complying with service-level agreements; monitor open customer cases and step in directly when they reach critical levels.
- Coordinate day-to-day client support operations. Implement strategic initiatives, develop best practices, and ensure that deadlines and standards are met.
- Engage firsthand with clients during complex situations such as high-level planning, contract signing, or unusual requests. In these cases, they must manage expectations, address inquiries, and assess customer requirements with accuracy.
- Supervise paid and volunteer staff and coordinate schedules and activities.
- Continually assess all services, identify problems, and utilize data to analyze and propose innovative approaches for solutions.
- Track data related to grants, volunteer work; write reports and balance spreadsheets.
- Attend meetings, talk with staff members, attend board meetings, and meet with community agencies.
- Audit, balance, and process claims for GA.
- Participate in budget development process, prepare financial spreadsheets/data for budget analysis.
- Work effectively with consumers who are suffering through financial hardships or a disability through face-to-face interview, interview clients, family members and other

interested parties to assess needs for mental health services and/or general assistance, gathers and evaluates information regarding employment history, residency income and available resources and financial status capacity for independent living and availability of services. Does initial informal evaluation of consumer's concerns and observes behavior and establish plans for referral. Refer and coordinate client application to appropriate department or separate provider agencies as needed.

- Utilize a comprehensive working knowledge of controlling ordinances, statues, and policies related to programs to determine entitlement.
- Other related duties may be assigned.

Education, Experience & Qualifications:

- A high school diploma or GED is required; bachelor's degree in related field highly preferred.
- Must have at least five years of experience in customer support and account management, preferably in a supervising position.
- Personal background, experience, or professional background should reflect an ability to work effectively in cross-cultural situations with residents, co-workers, and the communities we serve.
- Computer proficiency, including use of Microsoft Office applications (Word, Excel, PowerPoint).
- Skilled at data analysis, ability to synthesize data, internal and external feedback, and client experience statistics to determine how to improve customer satisfaction and GA services.
- Must possess excellent interpersonal, communication (written and oral), organizational and coordination skills.
- The ability to work well under pressure, and to learn and retain new information.
- Connection to Rich Township communities is a plus.

Working Conditions: The physical demands, work environment factors and mental functions described in this job description are representative of those necessary to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position as required under Federal and State Law.