



Title: **CAR OWNERSHIP PROGRAM ASSISTANT**  
Reports To: Car Ownership Coordinator and the Lead Employment Services Coordinator  
Type: Volunteer Position (Internship Available)  
Duration: Fall term, Spring term and/or Summer; ongoing

**Position Summary:**

Assist with the case management of the Community Engagement program participants in the Car Ownership Program (COP). Community Action partners with people to overcome poverty. The Car Ownership Program helps working people purchase cars with a low-interest loan program and guides them through the car buying process.

**Benefits of Volunteering:**

Gain case-management human service skills by interacting directly with participants, gain knowledge of program management and non-profit funding streams, general office and professional experience.

**Essential Functions:**

**Duties & Responsibilities:**

- Gain an overall understanding of program enrollment registration and intake process
- Schedule intake appointments and assist in ensuring the required eligibility documentation is submitted
- May help with Care Ownership Committee meeting preparation
- Follow up with participants via phone regarding late payments, missing documentation, and program questions
- Listen to and triage voicemails. Return non-urgent messages. Determine which calls need to be transferred to the Car Ownership Coordinator
- Assist in performing follow-up surveys to participants reaching 3, 6, and 12 months in the program as required by the funders
- Aide with data entry and filing, as needed
- Assist with the preparation and mailing of account statements
- Research and compile community resources to offer participants with needs not addressed by our agency
- Other duties as assigned

**Safety:** Responsible for conducting all duties in a safe manner.

**Affirmative Action:** Responsible to follow affirmative action plan as set forth and signed by the Board of Directors.

**Qualifications:**

**Education & Experience:**

- Must be at least 18 years of age
- Must possess or be pursuing a Certification, Associate's or Bachelor's degree in human, social services, pre-social work or related field
- High school diploma/GED required
- Coursework and/or experience in case management or customer service skills
- Valid driver's license and access to a reliable automobile desired

**Abilities & Skills:** In order to be successful in this position, the volunteer will at minimum need to possess the following abilities and skills:

- Customer service skills
- Data Entry (typing skills), filing and other office skills

- Comfortable communicating by phone
- Ability to learn complex program procedures and communicate that information to all audiences
- Able to work independently after task described, ask for help when needed
- Flexible regarding task assignments
- Must be comfortable interacting with people of diverse backgrounds, education, economic status, and culture
- Demonstrated ability to handle confidential information in a professional and discreet manner
- Fluency in English language (written and spoken). Bilingual in Hmong, Karen, Nepali, Somali, Spanish or another language desired
- Must successfully pass a criminal background check and provide references
- Ability to turn in timesheet on a monthly basis to the Volunteer Specialist

**Physical Requirements:**

Normal office exertion required. Ability to lift 20 lbs desired

**Mental Requirements:**

This position requires the ability to prioritize and manage multiple tasks under sometimes stressful conditions. Must be able to function independently with minimal supervision, accept support as needed, and be an effective team member. Must be self-motivated, dependable, and demonstrate both leadership skills and mature judgment abilities

**Environmental Requirements:**

Multi-tasking office environment. Occasional travel required to and from program sites and community agencies, mileage reimbursement for events. If you do not have access to an automobile, you may be able to car-pool with a department colleague.

**Time Commitment:**

Minimum of 2-6 hours per week for a semester or 3+ months. Must be available during office hours Monday - Friday from 8am-4:30pm. Occasional weekend or evening events may occur, depending upon the schedule and your availability. Available for Fall term, Spring term and/or Summer; ongoing - unless the position has been filled.

**Location:**

450 Syndicate St North, St Paul, MN 55104 (Office is located on the Green Line train route.)

**Advance Registration for College Students:**

Yes, you can reserve this internship position by registering in advance. Example: be accepted for fall term by registering during spring term and meeting with us before you depart for the summer.

**REGISTRATION INFORMATION:**

Complete an Ongoing Registration Form at [www.caprw.org/take-action/volunteer](http://www.caprw.org/take-action/volunteer) and email/scan resume & references to [volunteers@caprw.org](mailto:volunteers@caprw.org)  
 Questions? Email or call 651-603-5979

The mission of **Community Action** is to reduce the causes of poverty and its impact on people’s lives in our community. Community Action Partnership of Ramsey & Washington Counties provides a variety of programs including Energy Assistance, Energy Conservation, Head Start, Early Head Start, Civic and Community Engagement Programs. Visit [www.caprw.org](http://www.caprw.org) to learn more.

*Note: The above statements are intended to describe the nature and level of efforts being performed by persons assigned to this volunteer position. They are not intended to be an exhaustive listing of all responsibilities, duties, and skills required, and management reserves the right to make modifications at their discretion.*