



**JOB TITLE: VOLUNTEER QUALITY ASSURANCE REPRESENTATIVE**

**POSTING DATES**

**FROM: OCTOBER 18, 2011**

**TO: NOVEMBER 30, 2011**

**HOURS: 15 TO 25 HOURS, Monday – Friday**

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**NATURE OF WORK**

Under the supervision of the Quality Assurance Manager, this individual receives and directs all calls within the agency and forwards them accordingly. Receives and directs clients to appropriate programs; schedules appointments; mailing; filing; and performs other tasks as assigned.

**MINIMUM REQUIREMENTS**

The individual must be a high school graduate (Degree preferred) and should relate well with both clients and staff; should have good writing and verbal skills, good organizational skills, with the ability to work under pressure when necessary. Individual should have good computer skills. Valid Connecticut Driver's License and Bi-lingual plus. Great experience for recent graduates or someone interested enhancing their work experience

Interested applicants may submit resumes to:

**Community Action Agency of New Haven, Inc.**

Atten: Human Resources

781 Whalley Avenue

New Haven, CT 06515

Fax: (203) 397-7475

E-mail: [caanhjobs11@caanh.net](mailto:caanhjobs11@caanh.net)

**Please Forward Resume and Letter of Interest  
to Human Resources by 4:00 PM on Closing Date.**

COMMUNITY ACTION AGENCY OF NEW HAVEN, INC.  
IS AN EQUAL OPPORTUNITY EMPLOYER

Immigration Reform and Control Act of 1986 requires the hiring of only American Citizens and aliens, who are authorized to work in the United States.

The Community Action Agency of New Haven offers pathways to prosperity to those in poverty in the Greater New Haven area through:

- ◆ Service
- ◆ Collaboration
- ◆ Advocacy
- ◆ Knowledge Generation