

JOB DESCRIPTION

Job Title: Intake Specialist

Reports To: Lead Intake Specialist

Effective Date:

Job Summary

The Intake Specialist answers the “Hot Line” phone calls, asks a series of questions for the purpose of collecting data, and then using the data to connect the caller to the appropriate service provider.

Duties/Responsibilities

- Processes paperwork for every caller efficiently and in accordance with established protocols
- Obtains pertinent information from every caller by interviewing them courteously and professionally
- Answers and screens every call
- Collects data to help with the referral process
- Ensures that all Intake Forms are properly completed and filed
- Respects caller’s dignity and confidentiality
- Other duties as assigned

Required Skills/Abilities

- Demonstrates the ability to use standard office equipment such as telephone, computers, copies, and others
- Displays the ability to communicate with others effectively, listens closely and conveys points clearly
- Shows proficiency with computer programs which may include Microsoft Word, Excel, Power Point, Outlook and others
- Demonstrates excellent customer service skills and the ability to calm callers who may be distraught
- Strong familiarity with the Wimauma community and the available resources
- Possess the ability to adjust to constantly changing workloads

Education/Experience

- High School diploma or GED, required
- Bachelor’s Degree in behavior science, data management, or similar field, preferred
- Bilingual preferred
- One to two years’ experience working in a social services environment
- Ability to identify program service needs and make appropriate referrals
- Ability to listen, to empathize and offer constructive guidance

Salary

The ideal candidate must be self-directed and able to work in a team environment. This is a temporary part-time non-exempt position. Wages are \$15.00 per hour up to 20 hours per week.

To Apply

Send resumes to: Careers@Beth-El.org