

JOB DESCRIPTION

Job Title: Lead Intake Specialist

Reports To: Executive Director

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.

Supervisory Responsibilities

The Lead Intake Specialist is responsible for supervising the Intake Specialist and overseeing the Hot Line operations.

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
- Follow-up on referrals by contacting organizations to collect data
- 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 \$15.50 per hour up to 20 hours per week.

To Apply

Send resumes to: Careers@Beth-El.org