



## Intake Services Specialist

This position is a full time intake service position. The Intake Services Specialist is responsible for greeting and welcoming all walk-ins of clients, volunteers, and other professionals, providing the first line of screening for all incoming calls, and directing all inquiries. The Intake Services Specialist assists the Assessment Resource Coordinator during triage and assessment appointments by completing a prescreening assessment to determine a person's eligibility for services. The Intake Services Specialist is responsible for managing and controlling the lobby culture and assists clients and all visitors in an effective, professional and efficient manner. Also included are clerical administrative tasks. This position performs duties in accordance with Welcome House Core Values, including: Ethical, Collaborative, Client-Centered, Accountable, Professional, and Passionate.

### PRINCIPAL DUTIES & RESPONSIBILITIES

#### 1. Outreach

- Provides the first line of client screening by assisting and greeting all walk-ins, answers all incoming calls. Routes and responds to calls as appropriate. Connects walk-ins with the appropriate staff person or resources. Provides excellent customer services and appropriately direct inquiries in a pleasant, friendly, and professional manner.
- Providing essential services necessary to reach out to unsheltered homeless people; connect them with emergency shelter, housing, or critical services.
- Assists the Assessment & Resource Coordinator by conducting a prescreening assessment for all callers and walk-in clients.
- Completes background checks as needed during triage

#### 2. Administration

- Provide Admin support by filling printers and copiers with paper and other supplies each day, cleaning copier glass and equipment on a regular bases. Schedules quarterly maintenance for all 205 copiers and orders supplies as needed. Keep areas around printers and copiers orderly and clean.
- Updates the phone extension list and reception resource book as necessary.
- Develops and updates the kitchen duty schedule and distributes to building staff.
- Maintain knowledge of all 205 building staff agendas/calendars and meetings as well as their status in/out of the building; takes and relays messages for all 205 building staff as appropriate.
- Provides thorough training on front desk procedures and resources for volunteers and student volunteers, as well as Welcome House Staff as directed.
- Participates in the distribution of all incoming agency mail with the Service Coordinator Assistant. Meters outgoing mail and drops at the post office.
- Responsible for the general management and appearance of reception and waiting area, free shelf, water cooler and regularly cleans and organizes lobby furniture and information.

### **3. Public Relations**

- Maintains positive public relations by demonstrating a respectful welcoming voice and remaining poised, respectful and professional in challenging situations.

### **4. Other duties as specified by the Director of Program Operations.**

## **QUALIFICATIONS:**

### **Education:**

- Minimum Associate's Degree
- Bachelor's Degree preferred

### **Experience:**

- 3-5 years' experience in customer service
- 1-3 years' experience in social service
- Human/Social services experience required
- Assessment and Case Management experience preferred

### **Skills/Specialized Knowledge/Abilities**

- Ability to problem solve and to think critically
- Ability to engage appropriately with clients and be an active listener
- Demonstrate attention to detail skills
- Advanced ability to work with diverse populations
- Advanced ability to communicate verbally and in writing
- Ability to manage conflict
- Ability to work independently as well as part of a team
- Ability to multi-task
- Ability to collaborate both internally and externally
- Proficient in Microsoft Office
- Bi-lingual in Spanish a plus

### **Key Performance Indicators**

- Understands agency vision/mission and how to achieve agency goals
- Increase knowledge of agency
- Progression to working independently
- Takes advantage of training opportunities
- Meets departmental compliance requirements with supervision
- Knowledge of community resources a plus

## **WORKING CONDITIONS:**

### **Working Hours/Environment**

- Work typically performed in an indoor, 3-floor office building with stairs only.

### **Tools and Equipment Used**

- Personal computer, copier, fax/scanner, phone, and other typical office equipment.

### **Travel**

- Minimal-less than 5% of the time.

### **Physical and Mental Demands**

- Frequently required to sit at a desk/workstation for long period of time
- Ability to work at a computer terminal for extended periods of time
- Digital dexterity and hand/eye coordination in operation of office equipment
- Ability to speak to and hear employees/clients via phone or in person
- Body motor skills sufficient to enable incumbent to move between 3 floors
- Additional Mental Requirements: compare, decide, direct, problem solve, analyze, instruct, interpret
- Minimum lifting up to and above 50 pounds

**Welcome House is an equal opportunity employer. Employment selection and related decisions are made without regard to gender, race, age, disability, religion, national origin, color, gender identity, sexual orientation, veteran status or any other protected class.**