

**Reports to:**

**Rate: $20 per hour**

**Intake Coordinator**

The Intake Coordinator efficiently documents client information and needs, referrals made to other agencies, and case outcomes.

**Skills/Qualifications**

* Deep knowledge and understanding of services and resources offered at POC
* Positive attitude and professional demeanor
* Ability to maintain confidentiality and use discretion when dealing with sensitive information
* Strong Spanish and English communication skills
* Excellent organizational skills
* Strong customer service acumen
* Flexibility to adapt to changing needs of organization, including working at different sites, outreach efforts

**Essential Job Duties**

* Works alongside the front desk receptionist at front entrance of POC building
* Identifies clients in need of comprehensive intake assessment
* Interviews client in private intake office and completes initial paperwork
* If client’s issues need to be escalated, directs clients to appropriate agency in the CRC or makes appointment for client with the Case Manager
* Creates and maintains client records in Charity Tracker
* Adds client information into Charity Tracker
* Answers phones and completes associated clerical tasks
* Maintains the building calendar for the agencies in the building
* Greets clients and visitors in a professional and welcoming manner as they enter the Community Resource Center
* Respond to client inquiries in polite and timely manner
* Contribute to team effort by accomplishing related tasks as needed

Employee Signature Date