

JOB DESCRIPTION

Title: Intake Specialist-Receptionist FLSA Status: Non-Exempt	Reports to: Chief Operating Officer
Geographical Area: Johnson or Wyandotte County	Date: January 2022

SUMMARY

This is a dual-role that will have limited, front-line duties as well as intake tasks for all of the agency programs. This individual will be the first point of contact for all visitors and/or clients and will provide guidance and direction for all inquiries.

ESSENTIAL RESPONSIBILITIES/FUNCTIONS

1	Answer inquiries from customers, tenants and staff, referring them to contact points at which they can obtain further information.
2	Keep accurate, clear records of calls, visitors, messages received, etc. Keep accurate, clear records of staff availability and special messages related to expected callers.
3	Implement the Intake-Procedures for all the agency programs
4	Keep and maintain service resource contact information for other agencies and social service providers to make necessary and appropriate referrals.
5	Perform clerical duties as assigned by administration. These tasks include but not limited to: intake services, data entry, word processing, filing, mail assembly, mailing of accounts payable checks, maintain and organize the copy room supplies and postage, etc.
6	Create appointments for programs, following all appointment protocols and procedures, and providing excellent customer service.
7	Sort and distribute incoming mail and prepare outgoing mail.
8	Provide written receipts for monies received (mortgages, translations, notaries)
9	Maintain meeting room reservation calendar.
10	Return client calls/referrals as appropriate, track referral information in the program's database and communicating with referring agencies.
11	Record and track client demographic, service, and follow-up information in MAACLink Data Base and other program data bases (ex. spreadsheets in Excel).
12	Perform building security, arrival and departure process.
13	Maintain working knowledge of services and agencies available in both Johnson and Wyandotte counties, for referrals of needed services and resources.
14	Keep a clean and organized workspace and front lobby, stocking up flyers, assisting with some cleaning duties, and ensuring customer service for clients.
15	Learn and routinely follow the professional protocols developed for training student/volunteers in receptionist and customer service duties.
16	Complete all other duties as assigned

KEY COMPETENCIES/SKILLS

- Strong Written and Verbal Communication Skills
- Strong Interpersonal Skills
- Relational Skills
- Time Management Skills
- Problem Solving Skills
- Ethical Conduct
- Proficiency in Word, Excel, Outlook, PowerPoint

POSITION REQUIREMENTS

Preferred Education and/or Experience

- Minimum of High School Diploma **or** minimum of 3 years' experience in customer service industry
- Must be bilingual in Spanish/English
- Must be able to open and close the office Monday-Friday from 8:00am to 5:00pm

ADDITIONAL REQUIREMENTS

- Attitudes, knowledge and skills to deliver culturally competent services
- Ability to maintain positive working relationships with clients and staff

No. of Direct Reports: 0	No of Indirect Reports: 0

Signatures

This job description has been approved by all levels of management:

Manager _____ Date _____

HR _____ Date _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____