



POSITION:	Intake Specialist	REPORTS TO:	Program Manager
CLASSIFICATION:	Full Time –Non Exempt	DEPARTMENT:	Homebuyer/Homeowner Solutions

PRIMARY RESPONSIBILITIES:

The Intake Specialist provides friendly, efficient access to the program and services of CCFC's Homebuyer/Homeowner Solutions (HHS) Dept. through response to potential and current client inquiries made in person, by phone or email. Under the supervision of the Program Manager, the Intake Specialist will assist clients in all phases of the application process for Department. The Intake Specialist major area of responsibility will focus on intake, maintenance of hard and electronic file maintenance and other duties relating to these client as well as support to Department.

ESSENTIAL JOB REQUIREMENTS:

Duties and responsibilities include, but are not limited to the following areas:

- Operate multi-line phone and transfer calls as needed.
- Assist clients in understanding and completing application, registration and intake processes
- Retrieve phone messages and send responses by phone and email
- Prepare documents and materials for workshops
- Update electronic and hard client records and files documents and materials.
- Prepare letters, emails and flyers as directed.
- Enter client data in CounselorMax software and/or Excel spreadsheets
- Maintain established registration processes
- Assist in registration and other duties for workshops.
- Perform all other miscellaneous responsibilities, special projects and duties as assigned.

JOB EXPERIENCE AND EDUCATIONAL REQUIREMENTS:

The ideal candidate will have demonstrated skills, strong knowledge and experience in the following areas:

- Associate's Degree, preferred.
- Bilingual English-Spanish – required.
- 1-2 years of related work experience.
- Proficiency in Microsoft OfficeSuite and willingness/interest in learning other programs.
- Friendly, welcoming manner to clients.
- Commitment to professional communication and confidential maintenance of all client data and agency information
- Ability to work flexible hours which will include occasional evening hours and a minimum of one Saturday per month.

COMPESATION:

This is a full-time (40 hours per week), non-exempt position. Starting salary is contingent on experience and education. Benefits include: company paid health-insurance, long-term disability insurance, life-insurance, annual leave and sick leave, low-cost employee-paid dental & vision plan, employer contribution to a 403-B retirement plan is offered after one year of employment.

Please send **cover letter and resume** to Ms. Alicia Moreno at amoreno@ccfcfl.org . Any submission without both items will not be accepted. No phone inquiries will be accepted. CCFC is an Equal Opportunity Employer.