|  |  |
| --- | --- |
| **Title** | Intake Specialists |
| **Reports To:** | Program Initiatives Director |
| **Supervise:** | None |
| **Job Function** | Provide administrative support for the homeownership center. The intake specialist is the face of the homeownership center. This person is responsible for warmly welcoming clients and providers. Some coordination of office activities may be required. |

**Duties and responsibilities**

* Provide administrative support for the homeownership center and the homeownership center staff.
* Greet and welcome incoming clients entering the building, answering any questions, providing directions, and alerting staff when someone is there to meet them.
* Create and maintain homeownership center client files and homeownership center forms.
* Answer a multiple line phone system, manage calls by routing them to the proper extension, or take messages and deliver them.
* Manage the building log of who is entering and leaving the building.
* Accept deliveries and mail; organize them to be distributed to the correct recipients.
* Assist new applicants who come into the building with completing forms, triage clients for homeownership service eligibility, provide referrals when necessary to third-party service providers.
* Maintain a clean reception area by complying with procedures, rules, and regulations.
* Complete data entry
* Conduct intake interviews & income calculations.

**Knowledge Skills and Abilities**

* Strong, verbal and written communication skills
* Knowledge of Microsoft office is preferred
* Highly organized and detail-oriented
* Customer Focused
* Strong attention to detail
* Knowledge of community resources, social services, and program administered by Gwinnett County
* Income calculation

**Education and Experience**

* Must have a high school diploma or GED
* At least two years of training or experience in customer service and office work
* Administrative experience is a plus