



URBAN LEAGUE OF BROWARD COUNTY

Job Vacancy Posting

Position Description

Title: Intake Specialist
Classification: Nonexempt
Division/Team: Housing
Supervisor: Program Coordinator or as Assigned
Revision Date: April 2023

**(Updated) Bilingual Required: English and Creole
Must have customer service and telephone experience**

Purpose of Position

An **Intake Specialist** is primarily responsible for receiving incoming calls, screening for client eligibility, and scheduling appointments for the team. The Intake Specialist responds to calls from clients and completes pre-assessment eligibility.

Essential Duties and Job Responsibilities

- ❖ Manages all incoming telephone calls for the Housing team.
- ❖ Assess calls for client eligibility and make appropriate referrals.
- ❖ Respond to program related calls within 24 hours
- ❖ Schedule appointments for team members.
- ❖ Assist in the preparation of orientation and one-on-one-counseling to eligible clients in the programs.
- ❖ Prepare client files (copy required documentation)
- ❖ Track program related calls on a log.
- ❖ Provides current information to program clients.
- ❖ Prepare mailings for programs in the department.
- ❖ Assist in the development of client files.
- ❖ Assist in the monthly report preparation and submission.
- ❖ Meets all performance standards and requirements for program contracts/grants or Urban League of Broward County.
- ❖ Informs clients and families of support and referral services internal or external.
- ❖ Advises immediate supervisor or needs, trends and issues within area of responsibility and recommends activities to address them.
- ❖ Actively participates in Urban League of Broward County's special event committees and projects.
- ❖ Serves as a liaison and contact person with other agencies to ensure coordinated and comprehensive delivery of services to clients.
- ❖ Performs other duties as assigned.

Standards for Measuring Performance

- ❖ Excellent oral communication and written skills.

- ❖ Positive and team-oriented attitude.
- ❖ Outstanding organizational skills.
- ❖ Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities.
- ❖ Must be able to operate a personal computer using Microsoft Office or similar applications.
- ❖ Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- ❖ Ability to balance the needs and expectations of multiple constituents.

Education/Experience

- ❖ Associate's Degree required; Bachelor's Degree preferred in the field of business, customer service, social work, education or related human service field or a combination of college education and four years of job related experience.
- ❖ Experience in housing, financial literacy, and/or asset building required
- ❖ Bilingual required in English and Creole.
- ❖ Must have excellent presentation skills.
- ❖ Experience in the area of recruitment preferred.
- ❖ Experience working with disadvantaged populations.

Other

Must have a valid Florida driver's license and reliable transportation.

Must be able to pass a level two criminal background check and drug screening

Submit Cover Letter and Resume to:

hiring@ulbcfl.org

THE URBAN LEAGUE OF BROWARD COUNTY -- AN EQUAL OPPORTUNITY EMPLOYER