



POSITION DESCRIPTION

JOB TITLE:	Intake Specialist	DEPARTMENT:	COVID-19GW
CLASSIFICATION:	Non-Exempt (Part-Time)	LOCATION:	Berean Christian Church Gwinnett
REPORTS TO:	Grant Manager	SUPERVISES:	None

PRIMARY ROLE

The Intake Specialist is responsible for working directly with Gwinnett county residents who apply for assistance with mortgage/rent payments, utilities and food. In this role, you will be accountable for following up with applicants and following through unto completion of the application process and monetary support is given. The intake specialist must follow the organization's goals and strategic plan of direction for implementing and executing the housing, utility and food program.

PRIMARY RESPONSIBILITIES

- **Answering** Incoming Calls - These coordinators answer all incoming calls. This includes responding to questions and explaining the application process.
- **Conducting Initial Review** - Intake coordinators conduct initial review to determine the completion of the client application.
- **Managing Clients** - This position requires intake coordinators to prepare and maintain client files. This will require working with clients through the end of the process.
- **Performing Clerical Work** - Intake coordinators perform various clerical work that includes filing, copying, and faxing. The coordinators will also need to be proficient in MS Office applications or web-based applications such as Dropbox or Google Suite.
- **Scheduling Appointments** - A very limited number of applicants will need assistance with the application process. They will need to schedule appointments to drop off documents and complete the application with the intake coordinator.
- **Verifying Residency** - Intake coordinators verify documents submitted to ensure client lives at location address submitted. This may include calling companies to inquire about residency.
- Performing other duties as required.

ATTRIBUTES and QUALIFICATIONS

- High School diploma or GED.
- Experience using computers for a variety of tasks.
- Competency in Microsoft applications including Word, Excel, and Outlook.
- Excellent communication skills.
- Good project management skills.
- Good organizational skills.
- Must show evidence of a strong personal relationship with Jesus Christ through the demonstration of spiritual maturity and moral integrity.

INTENT

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

Department Approval By:	Department Approval Date:	HR Approval Date:	Salary Grade: