

UPWARD TRANSITIONS INTAKE COORDINATOR JOB DESCRIPTION

Educational Requirements: High School Diploma or Equivalent.

Experience Required: Two years clerical experience and Microsoft Office Word, Excel, and Outlook experience required.

Basic Function:

The Intake Coordinator is the front-line administrative person for this not-for-profit 501(c)(3) organization that helps families and individuals who are homeless or on the brink of homelessness obtain self-sufficiency. As the first point of contact, the Intake Coordinator conveys the image of Upward Transitions to the public and is essential to maintaining a professional and compassionate image in the community.

The Intake Coordinator reports directly to the Community Outreach Program Director.

Job Duties, Responsibilities, and Requirements:

- Interact in a culturally sensitive manner with diverse client populations.
- Work harmoniously with applicants, the general public, partner agencies, and other employees.
- Handle multi-tasking in a fast-paced environment professionally.
- Greet clients and guests, and arrange for coverage for the reception area during breaks and absences.
- Answer incoming telephone calls, respond to callers inquiries, and forward or refer callers to appropriate staff or other agencies when necessary.
- Receive and track incoming referrals, ensure all required information is included, and forward referrals to appropriate staff.
- Create, maintain, and file confidential client records and files.
- Use automated computer systems to access, enter, and edit client information.
- Assist the Program Managers and Case Managers with data entry into the Service Point and Apricot systems.
- Track program service statistics and outcomes utilizing Microsoft Excel and Apricot.
- Stock supplies and resources at front desk, lobby, and intake rooms.
- Ensure that public areas of the office are kept clean and organized.
- Provide support to program staff by assisting with process flow, form development, resource updates, service tracking information, and producing program management reports.
- Maintain high level of confidentiality when handling sensitive and confidential agency, client, donor, and employee information and situations.
- Perform other duties as assigned.

Must have valid driver license, reliable transportation, minimum legally mandated auto insurance, and pass background check and pre-employment drug screening.

This position usually works in a typical office setting at Upward Transitions. There may be extended periods of sitting, standing and/or bending; listening, talking, and/or visual concentration; writing and/or computer use. Lifting should not normally exceed 30 pounds.

May 15, 2025

Hours and Salary: 37.5 hours per week: \$14-\$16 per hour depending on experience

To Apply for this Job: Send resume with cover letter and three references to: aterry@upwardtransitions.org by June 6, 2025. Only qualified candidates will be contacted. No telephone calls will be accepted.

Upward Transitions prohibits discrimination against any applicant or employee on the basis of race, age, religion, national origin, color, gender, sexual orientation, disability, citizenship, veteran status, or any other legally protected characteristic with regard to any terms and conditions of employment.