

Position: Front Desk Intake Specialist

Reports to: Chief Program Officer

FLSA Status: Non- Exempt

Full or Part-time: **Full-Time**

(2) Schedule: Monday - Friday 8:30AM-5PM

#### Summary

The Intake Specialist provides administrative support to program service staff in several key areas, including client/vendor reception and preparation, client/vendor phone line management, document management and equipment maintenance. Manage incoming calls and transfer them as necessary. Organize the telephone directory and may perform some additional administrative tasks.

#### Primary Responsibilities

- Work as directed to support the HOPE Atlanta organization and team members
- Client/Vendor Reception and Preparation
- Greet arriving clients/vendor, answer questions, provides requested information
- Assist with completing intake paperwork ensuring client file is complete
- Maintain client files (when applicable)
- Assist program staff with client services as needed (copies, drug test, etc.)
- Answer incoming calls promptly and greet callers in a friendly, professional manner. Transfer calls to appropriate parties as needed, or take messages and answer questions when possible.
- Notify individuals of incoming calls so they have time to prepare to speak with clients. Use interoffice equipment to enhance communication and notifications.
- Utilize office communication systems to perform your telecommunications duties, including telephone, email and Outlook instant messenger.
- Relay messages given to you verbally or in written form, including telephone messages and face-to-face communications.
- Other duties as assigned.

#### Documentation Management

- Sort and distributes incoming mail/fax
- Identify and display outside resources to assist clients in obtaining help for various needs (food, clothing, etc.)



- Responsible for maintaining a neat reception area

### **Equipment Maintenance**

- Ensure paper is filled in fax and copier
- Change toner and performs any other operating maintenance on copier and fax

### **Education and Experience**

- High school diploma or equivalent
- Proficient in MS Office Suite,
- Must be able to speak fluently and clearly
- Flexible and ability to multitasking skills
- Good verbal and written communication skills
- One or more years of experience as a Receptionist or Telecommunications operator

### **Skills and Abilities:**

- Ability to communicate with diverse population
- Ability to relate to homeless and at-risk clients who may have mental health or addiction issues
- Ability to recognize and defuse potential volatile situations in a calm manner
- Strong organization, problem solving, and creative skills
- Effective verbal and written communication skills.
- Effective time management skills.
- Demonstrated strong and timely documentation abilities and commitment.
- Ability to effectively work with individuals in crisis.
- Ability to use HMIS systems (i.e. Client Track, etc.)