



Healthy Homes Coalition's vision is for all children to grow up in healthy homes free of environmental hazards, accomplished through policy and advocacy, outreach and education, direct services, and continuous collaboration.

JOB DESCRIPTION: Intake Specialist

STATUS: Full-time, hourly pay, exempt

REPORTS TO: Operations Administrator

GENERAL DESCRIPTION: The Intake Specialist is responsible for the initial intake process for all the programs at Healthy Homes Coalition and assigns each case to the appropriate program(s)/specialist(s). They perform the primary administrative duties for the organization. They assist the Executive Director and the Operations Administrator with daily functions. The Intake Specialist performs a variety of duties that include typing, filing, sorting, arithmetical computations, data management, record keeping, and operating office machines.

RESPONSIBILITIES: The primary responsibilities of the Intake Specialist will consist of, but are not limited to, the following duties:

- Answer phones and greet visitors
- Schedule appointments, meetings, and maintain calendars
- Collate, distribute, and file mail
- Prepare communications, such as memos, emails, invoices, reports, etc. as assigned
- Create/maintain filing systems, both electronic and physical
- Manage petty cash and cash log
- Coordinate the signing of checks and bank deposits
- Assist with keeping organizational publications up to date
- Assist with event planning and management
- Assist in managing donor info in Donor Box and Salesforce
- Support in resource development activities as requested
- Assist with volunteer engagement and coordination, including screenings, orientations, and trainings
- Support overall Salesforce management with Operations Administrator
- Provide clerical support to the organization's leadership team and the Board of Directors
- Maintains strict confidentiality of operations and records as directed
- Participate in continuous quality improvement discussions and practices as requested
- Maintain necessary office supplies, run errands and make deliveries as needed
- Complete screenings and intake process for all families interested in organizational program participation
- Assign qualifying participants to the proper Healthy Housing Specialist
- Assist in other clerical program support as needed
- Other tasks as assigned by the Operations Administrator and the Executive Director

ROLE EXPECTATIONS:

- Cross-cultural Competency
 - Integrates the ability to understand, respect, and effectively engage with people from various cultures
- Establishing and Maintaining Collaborative Relationships
 - Support the development and help maintain collaborative working relationships with other organizations
- The work schedule is generally between 8:30am-5:30pm on Mondays – Thursdays and 8:30am-12:30pm on Fridays, with occasional evening and weekend hours required

REQUIRED QUALIFICATIONS:

- Minimum of Associates of Arts or Science, or equivalent combination of education and experience
- Pleasant, outgoing, and welcoming personality that can adapt to a variety of personalities
- Previous administrative experience with strong computer skills including but not limited to Microsoft Office Suite
- Exceptional organizational skills with exceptional attention to detail
- Excellent written and oral communication skills with efficient typing skills
- Ability to prioritize, multitask and make basic arithmetic computations
- Working knowledge of customer relationship management (CRM) programs
- Solution-based problem-solving skills
- Dedication to continuous professional growth
- Must possess strong work ethics and integrity
- Efficient time-management skills
- Ability to maintain records and to prepare standard reports
- Ability to follow directions with minimal supervision
- Ability to work remotely and/or with minimal supervision while being accountable to organizational leadership and the team
- Ability to keep, manage, and interpret incoming data
- Must be culturally competent and committed to equity and justice

DESIRED QUALIFICATIONS (optional):

- Bilingual – Spanish (Fluent in speaking and writing)
- Proficient in Salesforce

PHYSICAL REQUIREMENTS:

If accommodations are needed, please include a statement of clarification at application.

- Ability to climb stairs
- Ability to bend over, and lift up to 25 lbs
- Ability to sit for prolonged periods, using a keyboard and phone
- Ability to communicate clearly by phone and verbal presentation

BENEFITS:

- Holiday pay
- Paid time off
- Paid sick time
- Health insurance (medical, dental, vision)
- 403b retirement plan with 10% employer match

Healthy Homes Coalition of West Michigan values diversity and inclusion. We are committed to building a diverse staff. We strive to create a workplace that is reflective of the communities we serve. All qualified candidates are encouraged to apply.

CONTACT:

Please send your resume with a cover letter, including your salary expectation, to:

Hana Salmoran at hana@healthyhomescoalition.org