



Urban League of Greater Pittsburgh, Inc.
332 Fifth Avenue, 4th Floor - Pittsburgh, PA 15222-2222
Job Description

Job Title: Lead Intake Specialist
Department: Housing
Salary: Commensurate with education and experience
Reports To: Director of Housing or Designee

Note: *The Urban League of Greater Pittsburgh will consider qualified applicants without regard to race, national or ethnic origin, religion, gender, color, or handicap. This position is funded under the Allegheny County Department of Human Services contract. Funding is contingent upon annual appropriations.*

Basic Functions:

Under the supervision of the Director of Housing or Designee, is responsible for Data Collection System, Verification of Customer Eligibility, Scheduling Appointments for all housing program segments and works with agency partners to service persons/ families with special needs.

Basic Responsibilities:

- Commitment to total quality and continuous improvement in the delivery of customer service.
- Assure incoming calls are answered positively.
- Ensure that initial contact with customers is smooth and seamless and that customers are appropriately provided internal and external resource information.

In Conjunction with Other Assigned Staff:

- Perform program eligibility screenings on all customers.
- Complete all intake information; collect and verify all eligibility documentation via direct contact, mail, fax or email.
- Enter all data into the appropriate data collection system.
- Scan documents and create an electronic file.
- Prepare a hard copy file to be submitted to the appropriate counselor.
- Schedule counseling appointments with the appropriate counseling staff based on program guidelines.
- Follow up with clients for incomplete documentation within the designated time.
- Supervise assigned staff with difficult cases. Monitor the performance of the Intake Department's outcome measures.
- Follow up with assigned staff to ensure the quality of documentation and data entry.
- Perform close out on incomplete applications.
- All other duties as assigned

Education:

High school diploma, Associates in Social Work or combination of education and supervisory experience.

Knowledge:

1. Knowledge of statistical reporting and record-keeping
2. Ability to relate to people and transfer knowledge and information
3. Ability to record all counseling activity in the computerized record-keeping system
4. Proficiency in Microsoft, CMAX, HMIS and Excel spreadsheets.

Skills:

- Excellent customer service skills
- Excellent oral and telephone communication skills
- Strong typing, analytical and computer skills
- Ability to multi-task, use personal judgment and utilize decision-making skills
- Knowledge and ability to work in multiple data collection systems
- Proficiency in e-mail, Outlook (calendar and task facility) and internet.
- Sensitivity to the customers and their situations.

Note: Applicant must:

- **Have Act 33/34 and FBI clearances**
- **Wear appropriate business attire**

To apply: Send resume and cover letter to Richard Morris at rmorris@ulpgh.org