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**Urban League of Greater Pittsburgh, Inc.**

**332 Fifth Avenue,4th Floor- Pittsburgh, PA 15222-2222**

**Job Description**

**Department: Housing**

**Position: Intake Specialist**

**Salary: $32,000**

**Reports to: Lead Intake Specialist**

***Note: The Urban League of Greater Pittsburgh will consider qualified applicants without regard to race, ethnic origin, religion, sex, color or handicap. Continued funding for this position is contingent upon annual appropriations.***

**Position Summary:**

Under the supervision of the Director of Housing, and/or their designee, the Intake Specialist is responsible for customer data collection, verification and input into the appropriate data collection system. The guidelines are governed by contracts and regulations promulgated by the funding source.

**Essential Functions:**

1. Commitment to total quality and continuous improvement in the delivery of housing counseling and customer services.

3. Answer incoming calls and/ or greet walk-in customers to determine housing need. Make referrals as needed.

4. Ensure that initial contact with customers is smooth and seamless and that customers are appropriately provided with internal and exrternal resource information.

5. Perform program eligibility screenings on all customers.

6. Assess completeness and accuracy of intake collection form and perform follow-up procedures for the collection of eligibility documentatioin via direct contact, mail, fax or email.

7. Enter all data into the appropriate (CRM) Client Relationship Management system.

8. Scan documents and create an electronic file.

9. Schedule counseling appointments with the appropriate counseling staff based on program guidelines.

10. Perform record closeout porocedures in incomplete applications.

11. All other duties assigned.

 **Qualifications:**

Associates Degree, Certificate of Completion for data management system, or combination of equivalent experience asnd or education are preferred.

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**Knowledge and Skills:**

1. Must demonstrate proficiency in customer service interactions.

2. Must demonstrate proficiency in oral and telephone communication skills.

3. Strong typing, analytical and computer skills.

4. Abilty to multi-task, use personal judgement and utilize decision making skills in the execution of daily activities and assigned tasks.

5. Knowledge of and ability to work in funder required data collection systems.

6. Proficiency with email, Outlook (calendar and task facility) and the internet.

7. Ability to demonstrate sensitivity to the customer and their situations.

**Note:**

 **The employee must maintain:**

* **Act 33/34 and FBI clearances (every 3 years)**
* **Wear appropriate business attire**
* **Provide documentation of Immunization from Non Communicable Disease**

**This should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow and perform any other related duties as assigned.**

Interested candidates should forward or email cover letter and resume to:

Urban League of Greater Pittsburgh

c/o Richard L. Morris, Housing Director

332 Fifth Avenue 4th floor

Pittsburgh, PA 15222

rmorris@ulpgh.org