



HOUSING SPECIALIST

Starting Annual Compensation: \$33,000

FLSA Status: Nonexempt

Work Location: Warner Centre, Fourth Floor, 332 Fifth Avenue, Pittsburgh, PA 15222

Schedule: 8-hour shift (9 am to 5 pm), Monday through Friday, occasional evening and weekend work

Continued funding for this position is contingent upon annual appropriations.

THE OPPORTUNITY

The Urban League of Greater Pittsburgh (ULGP), a nonprofit organization dedicated to the economic self-reliance, parity, power, and civil rights of African Americans and other underserved in the Greater Pittsburgh area, seeks an Intake Specialist

Under the supervision of the Director of Housing 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.

FULL-TIME STAFF ENJOY A GREAT BENEFIT PACKAGE!

- Thirteen (13) paid holidays
- 80% employer-paid premium for medical insurance
- 100% of the medical deductive employer-paid of the medical deductible through Health Reimbursement Arrangement (HRA Plan)
- Dental and vision insurance
- 403(b) retirement plan
- Paid vacation, sick and personal time
- Life insurance
- Short- and long-term disability insurance
- Employee assistance plan (EAP)
- Flexible schedule
- Hybrid schedule after probationary period

ESSENTIAL FUNCTIONS

- Commitment to total quality and continuous improvement in the delivery of housing counseling and customer services.
- Answer incoming calls and/ or greet walk-in customers to determine housing need. Make referrals as needed.
- Ensure that initial contact with customers is smooth and seamless and that customers are appropriately provided with internal and external resource information.
- Perform program eligibility screenings on all customers.
- Assess completeness and accuracy of intake collection form and perform follow-up procedures for the collection of eligibility documentation.

- Enter all data into the appropriate (CRM) Client Relationship Management system.
- Scan documents and create an electronic file.
- Schedule counseling appointments with the appropriate counseling staff based on program guidelines.
- Perform record closeout procedures in incomplete applications.
- All other duties assigned.

EDUCATION AND EXPERIENCE

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

SKILLS

- Must demonstrate proficiency in customer service interactions.
- Must demonstrate proficiency in oral and telephone communication skills.
- Strong typing, analytical and computer skills.
- Ability to multitask, use personal judgement and utilize decision making skills in the execution of daily activities and assigned tasks.
- Knowledge of and ability to work in funder required data collection systems.
- Proficiency with email, Outlook (calendar and task facility) and the internet.
- Ability to demonstrate sensitivity to the customer and their situations.

HOW TO APPLY:

The ULGP offers a flexible, collaborative environment with a commitment to best practices, innovation, and growth. The ULGP will consider qualified applicants without regard to race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

The ULGP encourages all applicants to include a cover letter with a statement about how your unique background and/or experiences can contribute to the diversity, cultural vitality, and perspective of our staff, students, volunteers, and supporters.

Please send your resume and cover letter with the name of the position and where you heard about this opportunity to jobs@ulpgh.org. No phone calls, please.

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