



CENTRO LA FAMILIA
ADVOCACY SERVICES
FAMILY SUPPORT CENTER

JOB DESCRIPTION

This Project is funded by Senate Bill 1569 (2006).

Position: Intake Specialist

Position Summary:

The Intake Specialist works to provide complex, comprehensive and confidential administrative support to senior leadership and maintenance for assigned department.

Minimum Education:

- Associate degree preferred.

Minimum Experience:

- Two-year administrative support experience in a multi-task, deadline-oriented environment; preferably in nonprofit or related institution.

Essential Job Functions:

- Bilingual in English and Spanish
- Responsible for organization's reception-area.
- Answers telephone promptly.
- Responds to inquiries and information requests from clients, community members, partners, and other individuals.
- Provides assistance or directs calls to the appropriate party in a timely manner.
- Manages flow of information from multiple sources into the organization.
- Reads and responds to incoming correspondences and prepares outgoing communications in the form of emails, letters, and/or requests.
- Edits and types a variety of correspondence, memos and check requisitions and effectively composes other routine correspondence.
- Prioritizes and ensures appropriate documentation is maintained at all times such as intake logs, referral tracking, mail logs, and reporting.
- Accurately enters and updates information relevant to reporting and logs.
- Maintains calendars and synchronizes with master department calendar as needed.
- Monitors supply levels and maintains adequate inventory to ensure maximum productivity.
- Assists and supports special projects as assigned.
- Proficiency in Microsoft Office and experience in electronic communications.
- Strong interpersonal and communication skills.
- Excellent organizational skills with the ability to work independently and in teams.

Other Requirements:

- Must be able to work well with others and operate effectively as a team member
- Broad knowledge of community resources
- Good telephone etiquette
- Able to work a flexible schedule
- Transportation and valid driver's license/car insurance
- Department of Justice- finger printing clearance
- Mandated child abuse reporter
- References upon request

Reports to:

Data Manager

Submit electronic resume to:

Mario Gonzalez at mgonzalez@centrolafamilia.org