

Community Household Assistance Program (CHAP)

Intake Specialist

Reports To

Intake Specialist will report to Community Outreach Training Center's call center.

Job Overview

Provide personalized customer service for customers needing assistance with rental, mortgage, utility, and eviction prevention assistance for low income families living in the unincorporated areas outside of Barwick, Boston, Pavo, and all of Metcalf.

Responsibilities and Duties

- Answer phone, check voicemail and email inquiries daily
- Check schedule for client's appointments daily
- Verify eligible income using federal guidelines and address using google map and qPublic.net
- Perform clerical work such as filing, copying, and scanning documents
- Input client's name, address, contact information, and date of service into monthly report
- Direct client to website to complete an application if they are eligible for the program.
- Refer clients to other resources in community if they are not eligible for CHAP Program
- Forward clients completed intake application to scheduler to contact client to set up appointment and discuss documents needed to complete the application process.

Qualifications

Must have excellent customer service skills, as they interact with clients throughout the day. They must also pay attention to details since they enter client's information to determine if they are eligible for the program. Call Center experience a plus.

Must have High School Diploma or GED; Some College preferred

- Proficient with Microsoft Office especially with MS Word and MS Excel
- Experience with office equipment
- Excellent written and oral communication skills
- Detail oriented
- Trustworthy with personal information
- Able to lift 5lbs