



POSITION DESCRIPTION

JOB TITLE:	Intake Specialist
DEPARTMENT:	Housing Counseling
FLSA STATUS:	Exempt
REPORTS TO:	Managing Counselor, Montgomery County
SUPERVISES (DIRECT):	None
REVISED:	October 3, 2020

ABOUT HIP:

Housing Initiative Partnership is an innovative, green nonprofit housing developer and counseling agency dedicated to revitalizing neighborhoods. HIP creates housing and economic security for low- and moderate-income households and provides services that improve the quality of life in the communities we serve.

HIP has offices in Hyattsville, Germantown and Gaithersburg, MD.

POSITION SUMMARY:

As the first point of contact point for individuals seeking HIP's services, the Intake Specialist creates a welcome environment and represents the face of the organization. She/he will greet all individuals that walk into the office, courteously answer all phone calls to the main phone lines and promptly return all phone calls within one business day. The Intake Specialist schedules all appointments, registers clients for workshops, performs data entry, assists in workshop preparation and provides support for housing counselors. The Intake Specialist will also become trained as a Financial Navigator, and provide referrals and brief advice to residents seeking financial guidance.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Schedules participants for educational workshops and maintain up-to-date rosters in HIP's shared drives.
- Assists counselors with educational workshop mailings, client mailings, and workshop preparation.
- Performs data entry for both educational workshops and one-one-one counseling sessions.
- Answers phone calls to main line, and provide basic information about HIP's services to callers with questions. This will require maintaining an understanding of HIP's programs and services.
- Becomes trained to perform the role of Financial Navigator, a role that involves receiving calls from residents seeking financial guidance, and making the referrals to the appropriate service provider.
- Keeps reception area in good order, including keeping a tidy desk, straightening up magazines, and ensuring boxes and other items are not left on the floor around the reception desk.
- Checks messages upon arrival in the morning, after lunch, and before leaving for the day. Returns all phone calls within one business day.
- Ensures workshop rosters are up to date in the client management system prior to

- workshops occurring.
- Assists Counselors with client mailings, preparation of workshop materials, preparation of one-on-one counseling materials, and organization of client files.
 - Meets with clients prior to their scheduled appointment with a housing counselor to ensure they have all necessary documents for the appointment. Helps clients complete forms and budget if needed, and make copies of original documents where necessary.
 - Maintains a detailed service referral list (hard copy and electronic).
 - Other administrative duties and special projects as assigned.

QUALIFICATIONS, KNOWLEDGE & SKILL REQUIRED:

- High school degree plus two (2) years administrative experience.
- Prior experience in the nonprofit housing industry is strongly preferred.
- Passion for HIP's Mission.
- Fluency in Spanish is required.
- Ability to work with a wide diversity of clients and partners.
- Excellent written and oral communication (including phone) skills.
- Strong attention to detail and advanced problem-solving skills.
- Self-starter and deadline-driven.
- Professional, well organized and able to handle a variety of duties simultaneously.
- Positive attitude and excellent customer service skills.
- Proficiency in the Microsoft Office Suite.
- During the COVID-19 pandemic, the Counselor may have limited on-site office hours and limited in-person appointments. Remote work from home may be required.

ADA SPECIFICATIONS:

This position is primarily sedentary in one of the Montgomery County, Maryland offices with occasional overnight travel and may require some bending and lifting. This position requires the ability to work occasional evenings to assist with workshops, presentations and community functions.

SALARY AND BENEFITS:

\$46,000. HIP offers a competitive benefits package including health insurance, long-term disability, generous vacation and sick leave.

HOW TO APPLY:

Please email a cover letter and resume to Carmen Castro, Managing Counselor, Montgomery County, at ccastro@hiphomes.org

Housing Initiative Partnership is an equal opportunity employer and does not discriminate against any applicant or employee because of race, color, religion, sex, national origin, disability, genetic information, age, or military or veteran status in accordance with federal law. In addition, HIP complies with applicable state and local laws governing non-discrimination in employment in every jurisdiction in which it maintains facilities. HIP also provides reasonable accommodation to qualified individuals with disabilities in accordance with applicable laws.