



901 Shelby Street, 2nd floor, Indianapolis, IN 46203 ♦ 317-236-7400 ♦
southeastindy.org

Job Description: Intake Specialist

Limited Duration Position - This is a 40 hour per week, grant funded position, renewable based on availability of funding

Compensation: \$15.00 per hour with benefits available

At Southeast Community Services we believe that everyone is "naturally creative, resourceful, and whole" and that belief shapes the way we interact with our neighbors. As a Center for Working Families (CWF), Southeast Community Services (SECS) provides bundled services to help support our neighbors in multiple areas while they work to make a change in their lives. Our services help our neighbors break away from living paycheck to paycheck by connecting them to the resources they need to change their lives. We are seeking a team member to support the IndyRent Program with data entry, documentation, administrative duties and quality assurance. **Our strong preference is that this person speak Spanish.** This person works as part of our team, and reports to the Director of Programs

As the Intake Specialist, a typical day might include the following:

- Provide excellent customer service to every individual connecting with SECS.
- Troubleshoot problems
- Utilize Microsoft 365 (Excel, Word, Teams) to document services or provide reporting data
- Listen to voicemail messages and route calls appropriately
- Coach neighbors through the on-line application for rental assistance
- Copy and/or scan documentation needed for assistance
- Brainstorm with coworkers to resolve an issue with missing data
- Prepare checks for mailing or make credit card payments online/over the phone
- Respond to emails about questions from neighbors
- Communicate with staff working remotely to enroll a new family
- Communicate with other community centers to meet the needs of families outside our area

The job might be for you if:

- You are a team player.
- You like computers. You're proficient with the internet, phone, Microsoft 365, spreadsheets and forms
- You like helping people. You are respectful, patient, level-headed and cool under pressure
- You pay attention to details and like reminding people of tasks and deadlines.

To be offered this position, you must agree to submit to a criminal background check and be eligible to work in the US. History does not preclude hiring. Please submit your resume and a paragraph about why you want to work at SECS to

SECSIndy@gmail.com.