

POSITION DESCRIPTION

JOB TITLE: Wisconsin Emergency Rental Assistance Intake Specialist

FLSA STATUS: Non-exempt

JOB GRADE:

REPORTS TO: Deputy Housing Director

GENERAL SUMMARY:

Responsibilities:

- Must be able to complete essential training
- Assess customer needs and determine eligibility
- Maintain documentation, conduct record keeping electronically and on paper
- Provide information and referrals to participants for programs operated by Newcap
- Conduct applicant intake and assist with service coordination
- Must be able to understand and accurately implement program rules, regulations, and guidelines
- Must be able to complete on-line applications for applicants
- Must be able to work with utility vendors and customer
- Maintain client confidentiality

AGENCY EXPECTATIONS:

1. Adhere to agency policy and procedures.
2. Exceptional Communication and organizational skills.
3. Maintain a positive and respectful attitude.
4. Demonstrate flexible and efficient time management and ability to prioritize workload.
5. Consistently report to work on time prepared to perform duties of position.
6. Has a strong work ethic putting the needs of the organization and clients first priority.
7. Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
8. Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees
9. Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mail, and conversations.

ESSENTIAL DUTIES AND TASKS:

1. Provide intake for clients seeking assistance
2. Answer questions regarding available service, and provide resources to clients
3. Demonstrate attention to detail
4. Demonstrate the ability to use a computer and complete data entry

5. Perform other duties as assigned

WORKING CONDITIONS:

This work is generally performed in an office environment. Much of the work will take place in the field across the nine-county region and in other areas of the state. Some overnight and out of state travel is required.

EFFORT:

Long periods of time working at a computer terminal. Use of keyboard may be stressful to hands or wrists. Must be able to see, hear and speak. Frequent handling and fingering, reading, working with information, standing, walking. Occasional lifting up to 25 pounds, reaching, climbing, stooping. Minimal evening and weekend is required.

MACHINES, TOOLS, EQUIPMENT:

Computer, cell phone, printer, photocopy machine, fax machine, calculator, shredder, telephone, van or car

MINIMUM QUALIFICATIONS:

At least one year experience in customer service and related office systems. Knowledge of and ability to work with other agencies/organizations and effectively coordinate services. Experience or ability to main records, prepare written documents, reports and other materials both hard copies and electronically. Qualified individuals must possess the ability to deliver and engage in difficult conversations regarding program guidelines and criteria, have the ability to address and prioritize client situations requiring immediate action/attention. Individuals with lived experience of homelessness encouraged to apply. Education will be considered as an alternative to experience.

ABILITIES REQUIRED:

- Ability to work with households in crisis from various social backgrounds
- Possess good communication and problem-solving skills, the ability to work as a team member
- Possess effective verbal and written communication
- Ability to enter data into a computer system with speed and accuracy
- Strong record-keeping and writing skills and computer proficiency

SPECIAL REQUIREMENTS:

Must possess a valid driver's license.

Must undergo a background check.

Must be able to maintain the confidentiality of any information encountered.

PHYSICAL DEMANDS:

Employee must be able to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Approved:

Employee Date

Supervisor Date

Director of Human Resources Date

Executive Director Date

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