



CAREER OPPORTUNITY

Intake Coordinator/Receptionist

FULL TIME POSITION 40 hours per week between 9:00AM – 5:30PM on weekdays
Evening and weekend hours as necessary
\$15.00 - \$16.00 per hour commiserate on experience

POSITION SUMMARY Responsible for all incoming calls to the organization and appropriate routing; intake of new families and assignment to staff for support and services; work in collaboration with the administrative team to support office needs. Must possess excellent verbal skills, highly organized, able to multitask with the ability to perform a range of general office tasks.

SKILLS

- Strong customer service skills and professional phone manner with past experience as receptionist/telephone attendant.
 - Must possess excellent communication skills (written and oral), highly organized, able to multitask with the ability to perform a range of general office tasks.
 - Strong computer skills and working knowledge of Word, Excel, Outlook, PowerPoint.
 - Requires initiative, accuracy, diplomacy, discretion, personal judgment, and professional appearance and conduct.
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ESSENTIAL FUNCTIONS

- Answer incoming calls and direct to appropriate staff
 - Retrieve messages from the answering service and responds immediately
 - Assign calls from parents requesting support to Education and Support Specialists
 - Generate intake form for assigned families and appropriate grant specific forms for completion
 - Provide assistance to office visitors
 - Contact families from workshops and resource fairs for additional support
 - Respond to website inquiries as appropriate
 - Route requests from professionals to appropriate managers
 - Enter required data into database system for new families and update data for ongoing families
 - Maintain and update data for professionals in database system
 - Create and maintain all family files along with grant specific forms as required for grant reporting
 - Maintain and update program data logs and reports
 - Create weekly reports on families contacting Parent to Parent of Miami for management review
 - Prepare workshop sign-in sheets/evaluations/pre-post questions for review by Advocacy and Training Manager
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MINIMUM QUALIFICATIONS

- High School Diploma, or equivalent
 - Two (2) years of experience
 - Bilingual in English and Spanish
 - Knowledge of community agencies
 - Sensitivity to different cultures
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E-mail resumes to hmaizvargas@ptopmiami.org