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 per hour

**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.

**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 ATM

**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

E-mail resumes to fgarcia@ptopmiami.org