



## **CAREER OPPORTUNITY**

### ***Intake Coordinator/Receptionist***

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

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**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.

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#### **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 ATM
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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 [fgarcia@ptopmiami.org](mailto:fgarcia@ptopmiami.org)**