

Position: Landlord-Tenant Resource Center Intake Specialist

Job Classification: Full-time/Non-Exempt

Job Status: Grant Funded

Salary Range: \$15-18/hour

Reports to: LTRC Director

Overview

Housing Solutions seeks motivated professionals who want to use their talents and skills to make a difference. Our staff are flexible and passionate about enriching people's lives. If you are mission-driven, dedicated to superior service and support, can diligently work independently and in a collaborative environment, join our team. HS is leading the fight to end homelessness in Tulsa County. Here, not only would your work have a real impact on the community, but we also offer a comprehensive and competitive benefits package.

Objective/Purpose

Housing Solutions is seeking a dynamic professional for the Intake Specialist position. This position provides information and assistance to clients accessing the Social Services HUB, Community Onsite, and the LTRC. Work of this class involves no supervisory duties or responsibilities

The Intake Specialist is an organized and courteous professional that provides collaboration among programs, accessibility for clients, and system efficiency and consistency. The primary function of the Intake Specialist is to assess inquiries for services and direct at-risk individuals to information about available and appropriate resources.

Primary Roles & Responsibilities

- Reflect the agency's mission and values in professional style & personal actions
- Applies strategic thinking for role; anticipates and/or identifies problems and opportunities
- Collaboratively working with team members to carry out tasks and strategic goals
- Answering general and new client calls and texts
- Answering emails that come to the general LTRC email account
- Receiving and calling potential clients, supporting them with the intake process which can include paperwork, faxing releases, support with scheduling, and information about available events and resources
- Sending, receiving, and distributing correspondence as directed (e.g., mail, faxes, etc.)
- Maintain a working knowledge of the Tulsa County eviction process and available resources
- Maintains clean and friendly environment of the shared office space
- Light bookkeeping tasks and inventory of necessary supplies
- Maintain or develop proficiency in utilizing the UniteUs referral system
- Tasks as assigned in a growing agency

Qualifications

Training & Experience

- A GED or high school diploma is required, a bachelor's is preferred.
- 1-2 years experience in intake services or some other closely related field preferred.
- Experience in working with low-income individuals, especially related to housing issues strongly preferred.
- Bi-Lingual in Spanish/English is required.
- A valid drivers license and auto insurance is required.

Knowledge / Job Specific Competencies

- Deal tactfully, work cooperatively and professionally, and communicate effectively with judicial officers, court personnel, the public, and justice partners.
- Communicate effectively, neutrally, and clearly with individuals of diverse socioeconomic, cultural, and ethnic backgrounds, including persons with disabilities and non-native Englishspeakers.
- Ability to work with and be sensitive to the needs of diverse, systemically disadvantaged populations and support Housing Solution's commitment to building equitable systems of care.
- Strong time management skills and the ability to multi-task and prioritize in a fast-paced environment, while exercising sound judgment.
- A critical thinker, with an elevated level of initiation, motivation, and enthusiasm.
- Intermediate level of computer software programs specifically, Microsoft Office (Word, Excel, Access, PowerPoint, and Outlook).

Working Environment

The working environment will be at the Housing Solutions Office, primarily indoors in an office setting. Presence at community events or the Social Services Hub as needed.

Equal Opportunity Employer

Housing Solutions is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind: We are committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Housing Solutions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, disability status, family or parental status, or any other status protected by the laws or regulations in Tulsa, Oklahoma. We will not tolerate discrimination or harassment based on any of these characteristics. Housing Solutions encourages applicants of all ages.