



Client Intake Specialist

Exempt - 32 hours per week; Limited Benefits

OVERVIEW

We are seeking an experienced Client Intake Specialist to join our Food Closet team. The ideal candidate is enthusiastic about helping people and has exceptional communication skills. As a Client Intake Specialist, you will be the first point of contact for individuals seeking services from our organization. Your role is crucial in ensuring that clients are matched with appropriate resources and that their needs are met in a timely and effective manner.

RESPONSIBILITIES

- Conduct initial screenings to determine client eligibility for our programs and services.
- Collect necessary information from clients to complete intake forms.
- Assess client needs and refer them to relevant federal, state and local programs or services.
- Provide information about available resources and answer questions about the organization's offerings.
- Schedule appointments for clients renewing Food vouchers.
- Maintain accurate records of client interactions and update databases accordingly.
- Follow up with clients to ensure satisfaction with services provided.
- Participates in ongoing professional development such as trainings, webinars, reading and research.
- Completes other duties as assigned, such as administrative, warehouse and volunteer related tasks.

CRITERIA

- Excellent communication skills, both written and verbal.
- Strong interpersonal skills and the ability to build rapport with clients from diverse backgrounds.
- Attention to detail and ability to collect data accurately.
- Ability to multitask in a fast-paced environment.
- Basic computer skills, including proficiency in Microsoft Office.
- Familiarity with database management systems.
- Experience working in a customer service or social service setting is preferred.
- High School Diploma or equivalent required Bachelor's degree in social work, psychology, public health or related field preferred.
- Proficient in Spanish preferred.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to stand, walk, and sit; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or carry up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORKING ENVIRONMENT

This position primarily resides in both an office and warehouse setting. The noise level may tend to be noisy and temperatures are subject to change regularly.

Equal Employment Opportunity Statement

Carson Valley Community Food Closet is an equal opportunity employer committed to diversity, equity, and inclusion. We strive to create a workplace that reflects the diverse communities we serve and where everyone feels valued and respected. Employment decisions are based on merit, qualifications, and abilities, without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or any other protected status under applicable law.