



Intake Coordinator Job Description

PRINCIPAL DUTIES:

- Manage initial client registration process for agency programs
- Client screening, data entry, managing records, answering phones, and facilitating communication between clients, families, and staff to ensure a smooth and efficient admission
- Conduct preliminary intake questionnaire and assess client needs to direct them to the appropriate services
- Participates in all required federal and agency training and publicity events to promote agency programs and participate in volunteer activities for the department as needed
- Perform additional responsibilities related to the success of the organization

QUALIFICATIONS:

- Bachelor's degree preferred
- A combination of education and experience that demonstrates the knowledge and ability to perform the work
- Proficient with Microsoft Word, Excel, and Google Suite platforms as well as experience with standard office equipment
- Data entry experience
- Professional phone, in-person, and written communication skills along with active listening
- Thinks critically and solve problems efficiently
- Effectively works on multiple tasks simultaneously
- Knowledgeable of community resources

Expectations of all Staff

- Treat all with respect
- Maintain an organized and clean work station
- Stimulate awareness and promote Family Enrichment Center programs and services
- Adhere to all Family Enrichment Center policies and procedures
- Document and report all suspected cases of child abuse and/or neglect

I have read and understand the outlined job requirements. I understand the duties and responsibilities of my position. I understand that I am employed by FEC on an "at will" basis.

Employee

Date

Executive Director/Assistant Director

Date