



POSITION: Intake/Registration Specialist	REPORTS TO: Program Manager
CLASSIFICATION: Full Time –Non Exempt	DEPARTMENT: Homebuyer/Homeowner Solutions

PRIMARY RESPONSIBILITIES:

The Intake/Registration Specialist (IRS) provides friendly, efficient access to the programs and services of CCFC’s Homebuyer/Homeowner Solutions (HHS) Dept. through response to potential and current client inquiries made in person, by phone or email. Under the supervision of the Assistant Director and the Program Manager, the IRS will assist clients in all phases of the application process for Department. The IRS’ major area of responsibility will focus on intake, hard and electronic file maintenance and other duties relating to these clients.

ESSENTIAL JOB REQUIREMENTS:

Duties and responsibilities include, but are not limited to the following areas:

- Operate multi-line phone and transfer calls as needed.
- Assist clients in understanding and completing application, registration and intake processes
- Retrieve phone messages and send responses by phone and email
- Prepare documents and materials for workshops
- Update electronic and hard client records and files documents and materials.
- Prepare letters, emails and flyers as directed.
- Enter client data in CounselorMax software and/or Excel spreadsheets
- Maintain established registration processes
- Assist in registration and other duties for HHS workshops.
- Other duties as assigned.
- Special projects as assigned.
- Other duties as assigned.

JOB EXPERIENCE AND EDUCATIONAL REQUIREMENTS:

The ideal candidate will have demonstrated skills, strong knowledge and experience in the following areas:

- Associate’s Degree, B.A. degree preferred.
- Bilingual English-Spanish (Trilingual Kreyol, a plus)
- 1-2 years of related work experience.
- Proficiency in Microsoft OfficeSuite and willingness/interest in learning other programs.
- Friendly, welcoming manner to clients
- Commitment to professional communication and confidential maintenance of all client data and agency information
- Ability to work flexible hours which will include occasional evening hours and one Saturday per month.

COMPESATION:

This is a non-exempt position. Hourly compensation for this full-time (40 hours per week) position will be \$10--\$12 per hour depending on education and experience Benefits include: company paid health-insurance, long-term disability insurance, life-insurance, annual leave and sick leave, low-cost employee-paid dental plan, employer contribution to a 403-B retirement plan is offered after one year of employment.

Please send cover letter and resume to Ms. Rennatta Delgado at: rdelgado@ccfcfl.org. Any submission without both items will not be accepted. No phone inquiries will be accepted. CCFC is an Equal Opportunity Employer.