



## **Catholic Charities of Idaho**

### **Intake Coordinator & Office Assistant**

**Reports to: Social Services Supervisor**

**Part Time/Hourly/Non-Exempt**

#### **Qualifications:**

- High school diploma or equivalent
- Excellent communication, interpersonal, and organizational skills
- Nondiscriminatory attitude regarding people and the ability to work with all populations
- Skills in the operation of office equipment; computer literate
- Must be able to pass a criminal background check
- Must be an Idaho resident with a valid Idaho driver's license
- Bilingual

#### **Main Areas of Responsibility:**

- Answer and manage all Social Services intake calls while serving as back-up for front desk receptionist

#### **Duties and Responsibilities:**

- Assess caller's needs and accurately enter information into appropriate software
- Answer all overflow calls from the front desk
- Direct calls to appropriate staff
- Greet all visitors at the front desk
- Comply with program privacy and confidentiality policies
- Answer the phone in a timely manner and respond to voicemails promptly
- Assess if a caller may be eligible for any of CCI's social services programs or other CCI programs
- Coordinate and assist emergency open cases with case managers
- Assist in administrative tasks as necessary
- Must have computer skills in Google Suite and Microsoft and feel comfortable in their ability to learn field specific software
- Coordinate and assist emergency open cases with case managers
- Assist in maintaining confidential and accurate files
- Cover the front desk and reception as needed