



## **Service Center, Intake Specialist, Columbia**

**Position:** Full Time / Regular / Non-Exempt

**Supervisor:** Director, Columbia Region

**SUMMARY:** This position is primarily responsible for the provision of services in the agency Service Center which serves as the agency's first contact to initiate and access services. This employee provides direct service to clients and performs clerical duties. The employee will provide intake and general assessment(s) for all clients, new and existing. This position is full time at 40 hours/week.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Service Center Desk:**

1. Provide scheduled, non-scheduled and phone customers information about the agency such as location and services provided.
2. Greet persons entering establishment, determine nature and purpose of visit and direct or escort them to appropriate destinations.
3. Monitor use of outside spaces, waiting area and physical access to office space and as necessary, intervenes to ensure orderly, safe and secure use of facility.
4. Assist clients with food bags, nutrition and hygiene items, and other miscellaneous assistance.
5. Assist staff and/or clients to: secure needed program(s) eligibility documentation, complete intake and other informational forms, and/or secure appointments with partner agencies/services.
6. Researches and compiles external financial, housing, and miscellaneous resources for client referrals.
7. Participates with team to identify, develop and implement best practices for services.

#### **Clerical:**

1. Enter individual client services rendered by Service Center staff into the appropriate client database.

2. Maintain inventory of department supplies reporting needs to the Service Center Coordinator.

**General Duties:**

1. Adhere to Agency and Department policies and procedures.
2. Participate in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Perform other duties as designated by supervisor or agency

**QUALIFICATIONS:**

High school diploma or general education degree (GED) required; Associates Degree preferred. Expertise with Outlook, Word and Excel necessary.

Possess valid, current Tennessee driver's license.

**OTHER SKILL, ABILITIES, AND QUALIFICATIONS:**

- Veteran, preferred.
- Comprehensive knowledge of or experience in the Middle Tennessee region's Veteran, community (especially homeless), housing, employment services and resources.
- Comprehensive knowledge of or experience in health, mental health and substance abuse services and resources.
- Excellent customer service skills: energetic, outgoing, engaging and personable.
- Excellent multi-tasking and time management skills.
- Compassionate, energetic and team focused.

**BENEFITS:** Fun, mission driven culture; excellent PTO policy; 401K and subsidized health care, dental and vision plan.

**HOW TO APPLY:** A resume and cover letter should be submitted to [jobs@osdtn.org](mailto:jobs@osdtn.org). No phone calls please. Selected candidate must pass a drug test and background check.