



## JOB DESCRIPTION

### **POSITION: INTAKE COORDINATOR/RECEPTIONIST**

#### **PROGRAM: FamilySource Center**

**Salary Range: \$45,768 – \$51,996. DOE**

**Position Summary: Full-Time, exempt position**

**Supervisor: Program Manager**

The FamilySource Center (FSC) program is funded by the City of Los Angeles Community Investment For Families Department (CIFD). The FSC program serves as the City's delivery system for anti-poverty initiatives through providing a continuum of core services designed to assist low-income families in becoming self-sufficient by increasing family income and youth academic achievement.

Core Services include Multi Benefit Screenings, Pre-Employment Support, Parenting Classes, Financial Coaching & Asset Building, Computer Education Classes, Housing Assistance, Legal Assistance, Tutoring Classes, Mentoring, Youth Leadership, Recreational & Cultural Art Activities, and Information & Referral Assistance.

The Intake Coordinator/Receptionist must demonstrate initiative, resourcefulness and problem-solving skills in applying a detailed knowledge of the responsibilities, functions and underlying fluidity of the FamilySource Center. Ability to multi-task, organize, and prioritize work to ensure the orderly and timely flow of customers throughout the office. Individual must possess an enthusiastic and congenial personality; excellent computer skills and interpersonal skills are essential.

### **Duties and Responsibilities**

- Manages phones, relays messages, and voicemail inbox.
- Answers incoming calls in a timely and professional manner.
- Maintain Voicemail and incoming and outgoing messages.
- Scheduling the intake assessment appointments for clients, in accordance with established Agency protocols and procedures.
- Conduct an initial pre-screening assessment to determine program eligibility and suitability.
- Conduct a comprehensive client assessment.
- Assist client in identifying short and long-term goals and formulate an individualized service plan to attain goals.
- Provide information, referral assistance and advocate on behalf of the client in obtaining needed services both in-house and through outside service providers.
- Responsible for the accurate and timely documentation of all client-based services.



- Participate in case management team meetings, staff meetings and individual supervision as needed.
- Attend related trainings, seminars and or conferences as requested by FSC Management Team.
- Participate in various FSC program and/or community related activities as directed.
- Perform other work-related duties as directed by Supervisor.

#### QUALIFICATIONS:

- BA preferred.
- Ability to create organized filing, manage appointments system, client tracking management.
- Exceptional customer service skills and professional phone manner
- Welcomes visitors by greeting them, in person or on the telephone, answering or referring to inquiries.
- Directs visitors & customers to appropriate program departments, giving instructions and directions.
- Sets appointments and maintains appointment log
- Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.