

JOB TITLE: Intake Specialist – Level 1

LOCATION: Pima County One Stop Career Center (ARIZONA@WORK)

RESPONSIBLE TO: SER-Jobs for Progress, Inc. (Administratively) and assigned Pima County One-Stop Office Manager (Operational)

HOURS: 8:00 a.m. – 5:00 p.m.

HOURLY WAGE: \$18.73/hour, 40 hours per week, plus Benefits

SUMMARY: Under supervision of the County Intake Supervisor, interviews applicants and gathers data and documentation to determine eligibility for County community service programs. These include, but are not limited to, training, education, support services and job placement assistance. Support services may include financial assistance for food, utilities, clothing, housing and home appliance/vehicle repair.

County will retain responsibility for applicant recruitment and final eligibility determination.

DUTIES/RESPONSIBILITIES: Work assignments may vary depending on the department's needs and will be communicated to the Contracted staff by the Pima County or SER supervisor.

- Interview applicants, collect personal data such as earnings, expenses, family size, work and education backgrounds, and completes each client's application packet;
- Review potential applicant eligibility for training, education assistance, job placement or monetary assistance according to service specific federal, state or county assistance program guidelines;
- Ensure program eligibility requirements are met;
- Contact applicant's previous employers and verify gross earnings and length of employment;
- Respond to public inquiries and provide information on programs, application procedures, and eligibility requirements for federal, state or county assistance programs to contracted agencies;
- Prepare routine correspondence, memos, reports, and other documents as needed;
- Research files and automated information systems to gather or verify data needed to process program activities;
- Initiate, update, process, and maintain manual client file/documentation and ensure compliance with designated program guidelines;
- Enter client information into specialized databases and maintain and retrieve data to produce computer reports for management review and/or submission to applicable agencies/grant sources;
- Maintain appropriate security and confidentiality of all information created or encountered in the performance of assigned duties;
- Copy and distribute required documentation to appropriate County supervisory staff for eligibility determination;
- May conduct participant, employer, and community agencies outreach and customer satisfaction surveys;

- Contact community agencies and vendors to arrange payments for utilities, home appliance/vehicle repair, clothing and mortgage/rent.
- Initiate and document client referrals to other community/public agencies and programs;
- May visit schools, subcontractors' work sites and homes to conduct interviews;
- Upload required documentation to State's database and;
- Perform other duties as may be assigned by the SER Director/ Pima County One-Stop Office Manager

KNOWLEDGE OF:

- Administrative/clerical/office procedures and systems;
- Word processing and managing files, financial records and databases;
- Standards for professional customer services
- Telecommunication systems and,
- English proficiency including structure, the meaning and spelling of words and rules of composition and grammar.

SKILLS:

- Operate a variety of office equipment, including desktop and personal computers, facsimile machines, photocopiers, and calculators;
- Effective communication skills and ability to understand and follow instructions;
- Multi-task, pay attention to detail and,
- Learn to use customized databases.

Preferred Qualifications:

- Front desk receptionist experience
- Bilingual English/Spanish preferred
- Valid AZ DL
- High School Diploma or GED

Prior to hiring, applicant will be subject to a background check which includes criminal history and fingerprint verification.

How to apply: email a resume no later than 5:00 p.m. Friday, March 1, 2024.

Please indicate what position you are applying for on the email subject line.

To: Erik Dorame – serjobs85713@yahoo.com