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Intake Specialist

Dayton, OH

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Full time

RC33328

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By joining the American Red Cross you will touch millions of lives every year and experience the greatness of the human spirit at its best. Are you ready to be part of the world's largest humanitarian network?

Job Description:

As an employee at the American Red Cross, you could be on the front lines making a positive impact on our community. You could provide your services directly to the American public or support to the people who do. Both roles help further the mission of the Red Cross. Join our non-profit organization, where your heart and mind go to work!

We are seeking a full time Intake Specialist to work out of our Red Cross office located in Dayton, OH. **This is a term limited position expected to last 180 days months from the date of hire. It could end early or be extended based on business need.**

The Intake Specialist provides timely, customer-oriented assistance to a wide range of callers seeking information and assistance related to 2019 Dayton Ohio; callers may include representatives of partner organizations, disaster-affected individuals, and government representatives. Intake Specialists screen callers, provide information, helps resolve problems, and provides resource referrals as needed. Intake Specialists ensures that inquiries are resolved in a time-sensitive and appropriate manner and also tracks activity

As one of the nation's premier humanitarian organizations, the American Red Cross is dedicated to helping people in need throughout the United States and, in association with other Red Cross networks, throughout the world. We depend on the many generous contributions of time, blood, and money from the American public to support our lifesaving services and programs.

At the American Red Cross, you will enjoy a collaborative work culture committed to the diversity of our people, programs, and services. We need people who want to contribute their individual talents to help their neighbors locally, across the country, and around the world. Whether you're a recent graduate or an experienced professional, if you share our passion for helping people, join us in for a rewarding and challenging career opportunity that support our mission.

for program planning purposes. Intake specialist facilitate program training with partner organizations and track activity.

Duties:

- Determines callers' needs in an appropriate manner through active listening.
- Accesses internal computer-based systems to verify callers' status and guide their call as needed.
- Provides information and referrals to callers to help them access resources that support their recovery.
- Enters caller information into computer-based systems to track call activity and to ensure the accurate tracking of inquiries and their status.
- Assists clients who are eligible for resources in completing payment processes.
- Works in an effective manner with Case Review Supervisor and other Red Cross staff, partner-agency and government agency staff to develop full understanding of available resources and processes for accessing resources.
- Positively and accurately represents the American Red Cross in all interactions with clients and partner agencies.
- Upholds Principles and Code of Conduct of the American Red Cross and the International Red Cross/Red Crescent movement.
- Performs other duties as assigned.

Qualifications: Bachelor's degree or higher in Social Science (Psychology, Sociology, Social Studies, Education, Anthropology). At least three years of direct client contact in social services environment or customer call center with an emphasis on financial assistance processing or disaster response services.

Skills and Abilities: Excellent interpersonal, verbal and written communication skills. Ability to work independently, handle and prioritize multiple tasks. Ability to assess client need and provide services equitably and consistently. Identifies and resolves problems and/or develops alternative solutions. Exhibits sound and accurate judgment.

Other: Intermediate level proficiency with MS Office software, including Word, Excel, PowerPoint and Outlook.

Apply now! Joining our team will provide you with the opportunity to make a difference every day.

The American Red Cross is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law.

The American Red Cross is a diverse nonprofit organization offering its employee's professional development and growth opportunities, a competitive salary, comprehensive benefits, and a collaborative team spirit environment. To be considered for this position, please visit www.redcross.org

[g/jobs](#) to apply.

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