

JOB DESCRIPTION

PROGRAM: Early Learning Resource Center (ELRC)
JOB TITLE: ELRC Intake Specialist
CLASSIFICATION: Program Specialist II
PAY GRADE: 8

JOB SUMMARY

Detail-oriented, public contact position provides front line information/referral to customers of the Early Learning Resource Center (ELRC) and offers intensive administrative support to the Program Director. Provides informational support to ELRC including collecting, entering, and maintaining relevant intake and client information in two complex coordinated data systems. Supports agency and program goals through full utilization of networked computer resources. Provides both receptionist and clerical support for the Early Learning Resource Center. This position involves operating a multi-line computer-assisted telecommunication system to relay incoming calls to appropriate persons, performing application/intake process, and collecting, tracking, and distributing all client eligibility materials and documentation.

SUPERVISORY RELATIONSHIPS

REPORTS TO: ELRC Program Director
SUPERVISES: Not Applicable

MINIMUM QUALIFICATIONS

- High school diploma or GED certificate and two years' experience in office work;
- Minimum of two years of experience with:
 - ❖ Operating personal computer hardware used in desktop, laptop, and networking environments such as monitors, mouse, keyboard, scanners, and printers;
 - ❖ Using personal computer operating systems in desktop and networked environments; and,
 - ❖ Using a wide variety of desktop productivity tools, including Microsoft Access, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Publisher, Microsoft Outlook, Microsoft Internet Explorer, and/or Microsoft Explorer;
- Strong communication skills including listening, understanding, informing, and speaking; amiable disposition and ability to remain professional when dealing with callers or visitors;
- Demonstrable experience with creating databases and/or spreadsheets, utilizing standardized formulas correctly, entering data accurately, and printing reports; and,
- Ability to navigate and maintain data in multiple complex proprietary data systems.

GENERAL QUALIFICATIONS

- Valid driver's license and reliable daily transportation carrying adequate insurance;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance (for any staff who has not been a Pennsylvania resident for the previous five years); and Motor Vehicle Record check current within 90 days of employment;
- Mandated Reporters of Child Abuse training completed within 30 days of hire;
- Computer training and/or documented proficiency with popular word processing and database software; experience with and/or training in Microsoft Office products including Word, Access, and Excel is preferred;
- Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions including the ability to sit, stand, carry twenty pounds

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unassisted, have unrestricted use of the upper body, corrected or uncorrected hearing and vision within normal ranges;

- Demonstrable ability to type forty (40) words per minute;
- Experience in operating a computer-assisted multiline telephone system;
- Flexibility to work altered and non-traditional work schedules, as assigned; and,
- Participation in job-related trainings, as assigned.

SPECIFIC DUTIES

- ❖ Acts as a member of the ELRC team;
- ❖ Serves as a first point of contact for all customer interactions and transactions including face-to-face, telephone, and electronic communications, as well as all incoming paper transactions;
- ❖ Enters select data accurately into multiple complex web-based data management systems, including but not limited to PELICAN and Client Track;
- ❖ Trains and supports ELRC staff in the use of Client Track Data System;
- ❖ Provides technical assistance to customers and STEP Inc. program staff;
- ❖ Responds to general public inquiries by answering telephone calls and emails, or receiving walk-ins; assesses expressed needs and responds appropriately with community resource information; enters interaction information into a database for tracking and reporting purposes;
- ❖ Operates a telecommunications system with heavy traffic to receive and relay calls to the proper destination. Provides detailed ELRC program information and general STEP Inc. program information, as needed. Acts as receptionist and initial contact for clients and visitors, directing them to the appropriate location;
- ❖ Creates spreadsheets and databases. Utilizes standard formulas for calculations, enters data consistently and accurately, and prints reports using spreadsheets or databases;
- ❖ Using a networked personal computer and appropriate software, creates, edits, updates, and/or completes a wide variety of documents, forms, letters, memos, spreadsheets, templates, reports, and other materials from basic information provided by the Program Director; ensures documents have a professional appearance, are well written utilizing proper formats and correct grammar and spelling, and numerically accurate;
- ❖ Using publishing software, creates specialized brochures, posters, door signs, newsletters, invitation/thank you cards, and business cards;
- ❖ Using presentation software, creates slides and/or slide shows from staff information or other documents;
- ❖ Using web browsing software, researches information, publications, statistics, etc. from Internet sources, producing written or electronic results, as requested;
- ❖ Performs clerical duties and operates various office equipment, including, but not limited to, personal computers and printers, scanners, copiers, paper trimmer and folder, calculator, fax, and so on;
- ❖ Answers nontechnical questions regarding specific programs, services, and agency-related information, as directed;
- ❖ Schedules appointments for ELRC staff, as directed;
- ❖ Prepares items for mailing;
- ❖ Monitors and resupplies ELRC specific forms and documents;
- ❖ Files forms, records, reports, and retrieves information from files when needed; maintains filing system;
- ❖ Receives or retrieves information, compiles facts, figures, and statistics and types reports;

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- ❖ Tracks copier/fax/other equipment supplies, and places supply orders, as needed;
- ❖ Maintains and restocks office supplies, as directed; and,
- ❖ Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - ELRC operations, in order to properly route incoming calls and answer questions;
 - Community resources, service organizations, service programs, and ELRC partners;
 - Effective customer service principles;
 - Geographic area served;
 - Standard office procedures, practices, conduct, and action necessary to maintain harmonious working relationships;
 - English grammar, spelling, and punctuation;
 - Typing; organization and use of standard office files, logs, forms and letter formats; and,
 - Microsoft Office Professional Suite and its Value Pack, Microsoft Publisher, Windows NT, Adobe Acrobat Writer/Reader, Adobe PhotoShop, Microsoft Paint, Microsoft PhotoEditor, and the Internet.
- ❖ Skill in the following:
 - Communication necessary for interacting with a variety of people such as customers, staff, community resource personnel, the general public, agents of the Commonwealth of Pennsylvania, and ELRC partners;
 - Using a keyboard or typewriter to process information into written or electronic format;
 - Using and routing electronic mail and correspondence, using the Internet for information mining and a variety of software within a personal computer environment;
 - Typing with a required minimum rate of forty (40) words per minute;
 - Using a networked computer system, including various media formats, keyboard, mouse, scanner, and printers (laser, inkjet and copier) for operation of software; and,
 - Using word processing, spreadsheet, database, presentation, organizational, Internet browsing, email, scanning, graphics editing, and desktop publishing software for document creation and informational assistance and management.
- ❖ Ability to perform the following:
 - Efficiently answer a wide variety of questions from telephone inquiries or walk-in visitors, and deal with the public in an empathetic manner;
 - Utilize a wide variety of software packages to creatively produce documents;
 - Create databases and/or spreadsheets, utilize standardized formulas correctly, perform consistently accurate data entry, print reports, and generate and produce reports from PELICAN and Client Track data management systems on demand;
 - Utilize new and/or evolving electronic hardware and software products for document creation and production;
 - Perform daily record-keeping functions and prepare required reports, as requested;
 - Operate a computer-assisted, multiline receptionist phone;
 - Effectively utilize an IBM-compatible computer to facilitate communication and track program information;
 - Operate various normal and advanced office and mail processing equipment with appropriate speed and efficiency; advanced office equipment includes networked color copiers and digital duplicators; and,

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- Understand and follow oral and/or written instructions, some of which may include multifaceted procedures, and work independently of direct supervision;
- Accurately remember, within a reasonable training time, the names and locations of agency personnel and offices and community services and understand essential program operations;
- Proofread information for conformance with instructions or for compliance to specific administrative or procedural rules;
- Collect, organize, and process information for requested reports;
- Perform simple and complex mathematical computations;
- Organize and prioritize work and develop effective work methods in an area which involves variable phases or different techniques and procedures;
- Collect, organize, and process information, as requested;
- Project a positive and professional image;
- Establish and maintain effective working relationships with staff, partnering agencies, businesses, customers, government agencies, and the general public;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
- Understand problems of customers and exercise sound judgment in appraising customers' needs and directing them to appropriate services to meet their needs;
- Interact effectively with people from varied social, economic, and educational backgrounds; and,
- Maintain confidentiality at all times.