

## POSITION DESCRIPTION

### **Mission**

Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities, and hope.

### **Compensation**

Starting at \$18/hour

### **Benefits**

- ✓ Health insurance
- ✓ Dental insurance
- ✓ Vision insurance
- ✓ Short- & long-term disability
- ✓ Life insurance
- ✓ Retirement plan
- ✓ Paid holidays
- ✓ Flexible paid time off
- ✓ Book and movie clubs
- ✓ Wellness initiatives

### **Classification**

Nonexempt

### **Reports to**

Vice President of Programs

### **Summary/Objective**

The Client Intake Coordinator is responsible for working with clients that inquire about the services that we offer, or that present a goal that they request assistance with. This position will work with the client until the case has been closed.

### **Essential Functions**

1. Answer inquiries about our programs.
2. Assist interested parties in beginning the inquiry or application process for Habitat programs and/or to refer to programs outside the agency.
3. Assist any client that presents a need or goal that they would like assistance with.
4. Manage client engagement with the services of other staff members and outside agencies as needed to accomplish the agreed upon goals.
5. Manage relationship with the client throughout the plan until the case has been closed.
6. Maintain all significant client/mentor data and records.
7. Maintain accurate and up to date client data in organizational databases.
8. Answer all mail, email, and telephone calls within 48 business hours and in a courteous and professional manner.
9. Report status of assessments to management as directed.
10. Provide assistance to other department staff members as needed.

## POSITION DESCRIPTION

### Competencies

1. Passionate about the Habitat for Humanity mission and purpose
2. Ability to function effectively with a minimum of daily direction and support.
3. Can solve problems and make decisions independently in a creative and effective manner
4. Proficient in Microsoft Office Suite
5. Maintain confidentiality of sensitive information
6. Ability to take initiative, prioritize work, meet deadlines & be highly organized and flexible
7. Ability to work on multiple projects at once in a fast-paced environment
8. Excellent written and verbal communication
9. Ability to work directly with people from diverse racial, ethnic, and socioeconomic backgrounds
10. Superior customer service skills
11. Knowledge of community resources or social services

### Supervisory Responsibility

This position has no supervisory responsibility.

### Work Environment

This job operates in a professional office environment or at various event sites. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. This position may require working in various weather conditions.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position requires extended periods of sitting and standing. The employee must also occasionally lift and move up to 25 pounds.

### Position Type/Expected Hours of Work

This is a full-time, hourly position and hours of work and days are Monday through Friday, 9 a.m. to 5 p.m.

### Travel

Travel, if any, is primarily local during the business hours and mileage is reimbursed.

### Required Education and Experience

High School diploma or equivalent

One year customer service experience

Fluent in Spanish

Must obtain Anti-Money Laundering certificate within first 90 days: training provided by Habitat

### Preferred Education and Experience

Associates Degree of higher in Social Work or related field

Public speaking skills

### Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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**Office Location:**

4116 Silver Star Rd. Orlando, FL 32808

**To Apply:**

Please send resume and cover letter to [employment@habitorlandoosceola.org](mailto:employment@habitorlandoosceola.org)

All resumes will be reviewed upon receipt.

*Habitat for Humanity Greater Orlando & Osceola County, Inc. is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.*

5/13/2021

## POSITION DESCRIPTION

### Habitat Greater Orlando & Osceola County Core Values

WE... leads our core values as WE are a team operating together. WE are the foundation that the core values are built upon; these values do not apply to or represent just one of us -- they apply to all of us. Only as a team will we succeed.

#### Deliberate

- Planful – You look forward and work not only on what is in front of you, but also what is on the horizon.
- Measured – You pay attention to the little details that make a big difference.
- Levelheaded – You do things the right way, even when it's not the easy option.

#### Honorable

- Candid – You point out issues, along with possible solutions.
- Transparent – You own your mistakes and learn from them.
- Trustworthy – You do what you say you are going to do.

#### Nimble

- Empowered – You accept the independence and responsibility to excel.
- Creative – You integrate process improvements and innovations into project enrichment.
- Flexible – You welcome opportunities to broaden your skill set and gain new perspective.

#### Optimistic

- Positive – You embrace opportunities to positively elevate others.
- Fun – You work hard...but have fun doing it.
- Playful – You incorporate a spirit of adventure and playfulness into your work when appropriate.

#### Tenacious

- Diligent – You are mindful about the details and show care and enthusiasm for big and small projects alike.
- Dedicated – You champion perseverance in all that you do.
- Driven – You make sure that the job gets done even when there are obstacles or tight deadlines.