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**Position Title**:Intake Specialist

**Organization**: Jewish Family Service of San Diego

**Position Type**: Full-time, non-exempt (37.50 hours per week)

**Salary:** $18-19/Hour

**Standardized Benefits**: Benefits for this position include a 401(k) plan, medical, dental and vision coverage, flexible spending accounts, life insurance and generous holiday benefits.

**Position Overview**

The Intake Specialist is responsible for receiving and responding to all incoming client inquiries and referrals in a timely manner and for coordinating services at Jewish Family Service of San Diego.

**Essential Duties and Responsibilities:** The Intake Specialist works as a member of the Intake Team, and provides the following:

* Responds to incoming calls at JFS for client services; may meet with walk-ins as needed.
* Conducts initial assessment to identify individual needs and risk issues.
* Screens potential clients’ immediate needs for appropriate internal and external referrals.
* Maintains documentation of all communication.
* Schedules appointments, as needed.
* Ensures compliance with HIPAA regulations.
* Follows up with clients and/or referrals, as appropriate.

**Minimum Desired Education and Experience:**

* Ability to offer professional and friendly service in a fast-paced environment
* Minimum of one year customer service experience
* Excellent communication skills required
* Knowledge of local social services/community resources
* Bachelor’s Degree in a human service field preferred
* Experience with crisis management helpful
* Proficiency in Microsoft Word, Excel and Outlook
* Experience with client data tracking software

# Contact Information

To be considered, please email your resume, cover letter (including salary requirement) to resume4321@jfssd.org. Be sure to include the position title in the subject line. Please, principals only, and no follow-up phone calls or emails.

# About Jewish Family Service of San Diego

Jewish Family Service of San Diego is a client-centered, impact-driven organization working to build a stronger, more resilient community. For nearly 100 years, Jewish Family Service has been a trusted resource for the entire community, offering an array of services that are always life-changing, and often life-saving. At Jewish Family Service, we believe our employees are the backbone of our agency. Our goal is your success. Come work at JFS and be our partner in *Moving Forward Together*. To learn more about JFS, please visit [www.jfssd.org](http://www.jfssd.org).