



685 N. Pope Street, Athens, GA 30601

Telephone: 706.613.0122

www.athenslandtrust.org

Housing Counseling Intake Specialist

The Housing Intake Specialist should be customer-service oriented and will serve as the primary point of contact for clients. They will provide part-time administrative support to the organization by making referrals and assisting callers with their needs. The Housing Counseling Intake Specialist will be required to support the program in a variety of duties.

Specific Duties include:

- Meet with new or prospective clients, ask a series of questions for the purpose of compiling data, and work with clients to determine the best next course of action.
- Support triage of potential clients, identifying and escalating crisis situations.
- Responsible for data entry and maintenance of client databases to track efforts and outcomes and produce required reports.
- Ensure intake, data collection, and triage process is in compliance with client disclosure and privacy requirements as well as other policies outlined by Federal, State, and Local grants.
- Provide information and referral services to Athens Clarke County residents seeking housing assistance via phone, in-person, by email, at workshops, and any other program marketing or outreach efforts.
- Develop relationships and work with community-based agencies, property managers, owners and landlords to facilitate housing placement for at-risk and displaced residents.
- Assist clients complete paperwork necessary for applications for financial assistance.
- Perform other duties as required by the Director



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All ALT Employees:

- Participate in grant management including grant writing support and reporting
- Write newsletter articles, and brochure and educational materials related to ALT's programs and activities
- Attend weekly staff meetings
- Be part of a team – provide support for all staff members in their respective duties

Recommended Minimum Qualifications:

- Any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.
- Strong skills in oral and written communication; excellent customer service skills. Bi-lingual or multilingual ability in Spanish is desirable.

Compensation:

The hourly pay rate is \$15, and this position requires 20 hours per week.

To apply, please send a resume and letter of interest to Chadsity Young, Director of Operations, at chadsity@athenslandtrust.org.