



# Intake Specialist/Memphis Area Association of Governments

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### Executive Director

Ralph Moore  
MAAG  
8289 Cordova Road, Suite 103  
Cordova, Tennessee 38016

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(901) 729-4107 Fax

## SUMMARY

This is a paraprofessional position with Memphis Area Association of Governments. The Intake Specialist is responsible for providing information, and hands on assistance to potential housing clients. The role of this position is to assist with the preparation, completion, and certification of older adults for the TN Housing Development Agency's (THDA) Emergency Repair Program. The Intake Specialist position will also be responsible for providing information for the THDA First Time Homebuyers' Program. This position is required to handle a high volume of public and professional inquiries, manage intake appointments, and schedule contract signings. Work is performed in a team setting, as well as on an individual basis and is performed under the supervision of the Executive Director.

The core functions of this position are: 1.) screen and perform intake of calls, 2.) evaluate information provided by clients to determine client needs, 3.) maintain accurate and detailed records of calls and intakes, 4.) Provide administrative support and 5.) Other duties as assigned.

## Essential Duties and Responsibilities

- Obtains pertinent information from new clients through interviews.
- Answers and screens inquiry calls and emails from prospective clients.
- Collects data to help with the certification process for clients needing home repairs.
- Ensures that all documents are properly signed and filed.
- Communicates with other team members constructively to enhance the resolution of issues.

## Required Knowledge, Skills and Abilities

- Demonstrates the ability to use standard office equipment such as telephones, computers, copiers, fax machines and others.
- Displays the ability to communicate with others effectively, listen closely and convey points clearly.
- Shows proficiency with computer programs which may include Microsoft Word, Excel, PowerPoint, Outlook and others.
- Demonstrates excellent customer service skills.
- Shows the ability to quickly make decisions based upon anticipated outcomes.
- Possesses the ability to adjust to constantly changing workloads.

## **QUALIFICATIONS**

To perform in this position successfully, an individual must be able to perform the essential duties and responsibilities satisfactorily. The requirements listed in this document are representative of the knowledge, skills, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge of Computer applications, including but not limited to: Power Point, Microsoft Word, Outlook and Excel
- Knowledge of THDA First Time Homebuyers Program and THDA Emergency Repair Program

### **Ability to:**

- Work well under pressure, multi-task, and meet established timelines and goals
- Deal effectively and professionally with potential for large volume of inquiries
- Exhibit sound judgment and use discretion
- Communicate thoughts and ideas effectively both orally and in written word
- Effectively interpret policies, criteria, and procedures of state government programs
- Follow written and oral instructions and procedures

Resumes' can be e-mailed or mailed to

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