

Intake Worker



Department: Early Care and Education

FLSA Status: Non-Exempt

Reports to: Family and Community Engagement Manager

Date: April 2018

Position Summary:

The Intake Worker is responsible for the program's application process. This includes scheduling application appointments, collecting required documentation, calculating income, and entering data. This position is also responsible for ensuring family's have a positive first experience with the agency.

Essential Functions:

The duties identified below are the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assist Enrollment Supervisor in student assignments, transfers, and management of the program's waitlist
- Assist Enrollment Supervisor in maintaining full enrollment
- Ensure collection of required application documentation, providing follow up when needed
- Deliver relationship-based application meetings that are responsive to family needs
- Provide families with resource information and referrals to agency and community supports as needed
- Ensure compliance with Bauer Policies, State Licensing, and Head Start Program Performance Standards
- Attend twice-monthly staff meetings, monthly Professional Development Days, quarterly All-Agency meetings, and annual Pre-Service

QUALIFICATIONS:

To perform this position successfully, an individual must demonstrate regular, predictable attendance and be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and skill required. The individual must be able to successfully pass background checks.

Education/Certification/Licensure:

- High School Diploma or GED
- Valid driver's license

Experience Required:

- 1-2 years previous experience preferred

Knowledge and Skills Required:

- Commitment to serving children and families in poverty with the highest quality services
- Willingness to learn and apply new knowledge
- Excellent communication skills, both written and verbal
- Basic math skills
- Organization and time management
- Basic computer skills
- Attention to detail
- Must be fluent in Spanish

Physical Requirements:

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To accomplish the essential functions of the position, one must be physically able to operate or work with computers, calculators, reference books, computer software applications, phones, and other standard office equipment. The physical activities of the position include talking, reaching, grasping, light lifting, bending, squatting, and other repetitive motions.

Working Conditions:

- Work is considered sedentary and performed mainly in a pleasant office environment with rare exposure to environmental factors.
- Minimal safety hazards with general working conditions.
- Travel up to 5%.

INTENT AND FUNCTION OF POSITION DESCRIPTIONS

This position description is intended to cover the most significant aspects of the position. There may be additional responsibilities assigned beyond those stated in this position description. The Organization reserves the right to modify the role, responsibilities, requirements and position status as compliance regulations or business needs dictate.

Position descriptions assist the Organization in assuring the hiring process is administered fairly and qualified candidates are selected. They are essential to effective performance management and compensation systems.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the team member or others or which would impose undue hardship on the Organization. Position descriptions are not intended as and do not create employment contracts. The Organization maintains its status as an at-will employer and employment separations can occur for any reason not prohibited by law.