

Intake Specialist Social Services Department

About Canal Alliance

Canal Alliance exists to break the generational cycle of poverty for Latino immigrants and their families by lifting barriers to their success. We are a nonprofit champion of immigrants who are challenged by a lack of resources and an unfamiliar environment.

Position Summary

The intake specialist is the first point of contact for most Canal Alliance clients and visitors and is a key member of our Immigration and Social Service's team. The intake specialist answers and directs incoming calls, and provides key information on our programs, services, and referrals to our clients and community. The Intake Specialist reports to the Social Services Senior Manager.

*During this time of COVID-19, this position will be mostly remote/work-from-home. Candidates should be very comfortable navigating both hardware and software that allows for smooth remote communications. If public health orders allow, this position may operate from Canal Alliance's office 1-2 days a week. Canal Alliance will supply all needed hardware for working in a remote/work-from-home setting.

Essential Duties and Responsibilities

- Provide excellent customer service to every person in contact with the agency in English and/or Spanish.
- Know and understand the full scope of Canal Alliance's programs and be able to answer questions about our services accessing them.
- Answer incoming telephone calls, direct calls to appropriate staff, provide information, make referrals as needed.
- Determine client's needs and direct them to appropriate staff.
- Schedule appointments for immigration and social service staff using Outlook and register clients in Salesforce.
- Check messages in general mailbox and email a minimum of twice daily, transfer messages to the appropriate staff.
- Show compassion for clients by actively listening and showing respect and empathy.
- Notify supervisor of any critical incidents or emergencies.
- Provide monthly reports as needed of volunteer hours servicing immediate needs and the food pantry and track CSW hours.
- Maintain a neat and orderly space.

Other Responsibilities

- Other duties as assigned by supervisor.

Qualifications- Skills and Knowledge

- Ability to write, read, and speak English and Spanish.
- Strong communication and organization skills.
- Experience working with Latino or immigrant community.

91 Larkspur Street
San Rafael, CA 94901
415.454.2640

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- Exceptional problem-solving skills.
- Multi-tasking, telephone skills, time-management, organization, attention to detail, scheduling.
- Ability to work well under pressure and act as problem solver and team player.
- Enthusiastic, creative, and self-motivated.
- Exemplary customer service skills; highly skilled in active listening, empathy.
- Ability to function with minimal supervision, follow directions, handle multiple tasks simultaneously, and manage stressful situations effectively.
- Ability to get along with people and establish cooperative working relationships with staff at all levels both within and outside the department.
- Proficiency in Microsoft Office Suite (Word, Outlook, PowerPoint and Excel), Outlook, Windows and database applications. Experience working with Salesforce preferred.

Compensation

This is a full-time, non-exempt position with benefits. We offer a competitive salary with a benefits package that includes 3 weeks paid vacation a year, 12 days of sick leave a year and 100% paid employee medical & dental insurance as well as long term disability and an employee assistance program. In addition, there are 15 paid holidays annually, a 403(b)-retirement plan and a Flex cafeteria plan.

Canal Alliance Equity and Inclusion Statement

Canal Alliance actively promotes and recognizes principles of fairness, equity, and social justice in relation to, and across, intersections of race, age, color, national origin, ethnicity, citizenship, sex, sexual orientation, gender identity, gender expression, religion, disability, ancestry and all other identities represented among our diverse employees.

By appreciating the importance of inclusion, we acknowledge that the collective and individual talents, skills, and perspectives of our staff foster a culture of belonging, safety, collaborative practice, innovation, and mutual respect. Canal Alliance is committed to the transformation of attitudes and systems that deprive any person or group of these principals.

Application Process

Please email your resume and cover letter to **HR@canalalliance.org**. Only electronic applications will be accepted. (Keep it green!) Please indicate “**Intake Specialist – YOUR NAME**” in the subject line of your email.