



**Position:** Intake Specialist

**Reports to:** Pantry Manager

**Compensation Status:** Full-time – hourly

**Hours:** 37.5

**POSITION SUMMARY:**

The primary purpose of this position is to review intake paperwork of each participant for the Choice Pantries in both our Omaha and Council Bluffs locations, provide community resources as needed, and accurately enter data into the database. This is a full-time floating position with a schedule that will have varying hours depending on location.

**ESSENTIAL JOB FUNCTIONS:**

- Review intake paperwork of each participant wanting to utilize the Choice Pantry to ensure completeness
- Establish dialogue with participants to understand needs
- Provide community resources to participants as needed
- Accurately enter data from intake form into online database
- Provide support to Choice Pantry operations as requested
- Provide support to front desk operations as requested

**ABILITIES and SKILLS:**

- Excellent communication skills
- Excellent organizational skills
- The ability, experience, and sensitivity in serving people with diverse cultural and socioeconomic characteristics
- The ability to stay calm in escalating situations
- The ability to prioritize tasks
- The ability to work independently
- The ability to work cooperatively in a team environment
- The ability to speak Spanish preferred but not required

**EDUCATION and EXPERIENCE:**

- High school diploma preferred but not required
- Prior customer service experience preferred

**PHYSICAL REQUIREMENTS:**

- Hearing and vision must be correctable to normal ranges: Read documents, computer screen, answer phones, and communicate in person
- Dexterity: Utilizing phone, typing, and writing

**NOTE:** This job description is intended to describe the general nature of the work being performed by a person in this position. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

**Travel is required.** The selected applicant must have a valid driver's license and complete job duties at Omaha and Council Bluffs locations. Mileage reimbursement available.

**Interested parties should apply by sending a cover letter and resume to:**

Rebekkah Roberts

Human Resources Coordinator

Together

812 S 24<sup>th</sup> St.

Omaha, NE 68108

[rroberts@togetheromaha.org](mailto:rroberts@togetheromaha.org)