

INTAKE AND UNIT/CLIENT SUPPORT SPECIALIST

The City of Harrisburg is accepting applications for the position of Intake and Unit/Client Support Specialist in the Department of Community and Economic Development, Bureau of Building and Housing Development. The Intake and Unit/Client Support Specialist is responsible for completing all client intake applications, verifying unit and occupation qualifications, and verifying unit file completion. The individual in this position assists the Client Outreach and Logistics Coordinator with all aspects of the intake process, assisting clients when needed and creating and maintaining electronic and paper unit files. This position is directly responsible for the intake of applications over the phone and by mail, answering incoming program calls, and responding to prospective and existing client inquiries. The position directly supports the Program Manager and the Client Outreach and Logistics Coordinator with client related and unit file related procedures, protocols, and policies. Work is performed under the general direction of the Program Manager or his/her designee. This is a management, FLSA-exempt position.

Qualified candidates will possess an associate degree in Business, Marketing or Social Services or an equivalent of education and work experience which provides the required knowledge, skills, and abilities. The successful candidate will have exceptional computer skills with Microsoft Office Suite (Outlook, Excel, Word & PowerPoint) and excellent customer service skills. A valid Pennsylvania Driver's License, Class C is also required.

The annual salary range is \$38,000 to \$42,000 (commensurate with experience and qualifications), plus an excellent benefits package.

The City intends to fill this position as soon as possible. It will remain open until filled. If interested, please submit a cover letter, your resume, three employment references and salary history, without delay, to:

City of Harrisburg, Bureau of Human Resources
The Rev. Dr. Martin Luther King, Jr. City Government Center
10 N. 2nd Street, Harrisburg, PA 17101
Phone: (717) 255-6475
Email: HR@harrisburgpa.gov (**electronic submission preferred**)

The City of Harrisburg is an Equal Opportunity Employer.
Eric Papenfuse, Mayor
www.harrisburgpa.gov

TITLE:

Intake and Unit/Client Support Specialist – Department of Community and Economic Development – Bureau of Building and Housing Development

DEFINITION:

The Intake and Unit/Client Support Specialist is responsible for completing all client intake applications, verifying unit and occupation qualifications, and verifying unit file completion. The individual in this position assists the Client Outreach and Logistics Coordinator with all aspects of the intake process, assisting clients when needed and creating and maintaining electronic and paper unit files. This position is directly responsible for the intake of applications over the phone and by mail, answering incoming program calls, and responding to prospective and existing client inquiries. The position directly supports the Program Manager and the Client Outreach and Logistics Coordinator with client related and unit file related procedures, protocols, and policies. Work is performed under the general direction of the Program Manager or his/her designee. This is a management, FLSA-exempt position.

EQUIPMENT/JOB LOCATION:

Work is performed primarily at the Rev. Dr. Martin Luther King Jr. City Government Center. Work involves the use of various machines such as a personal computer, scanner and printer, copy machine, fax machine, telephone and other technological devices as necessary or required. Duties are typically performed weekdays from 8:00 a.m. to 5:00 p.m.; however, some evening and weekend work may be required.

ESSENTIAL FUNCTIONS:

Responsibilities include, but are not limited to, the following: Receives all incoming mail and distributes to appropriate Program personnel. Schedules visual appointments and lead risk assessments. Acts as the “front line” program representative by answering and screening phone calls/visitors and assisting in resolving their concerns. Evaluates, creates and maintain electronic and paper unit/program files. Tracks and maintains prospective client inquiry list. Manages the intake and processing of all applications. Compiles and tracks client and unit demographic data. Formats and composes correspondence, memorandums, reports, standard program contracts, and charts related to units. Assists the Program’s Client Outreach and Logistics Coordinator and supports the Program Manager.

NON-ESSENTIAL FUNCTIONS:

Supports all Program members as needed. Participates in internal and external grant activities and events as directed by the Program Manager. Develops and ensures delivery of Post-Program correspondence. Willingness and commitment to work with a small, hard-working grant team. Performs other duties as assigned.

TITLE:

Intake and Unit/Client Support Specialist – Department of Community and Economic Development – Bureau of Building and Housing Development

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of record-keeping practices/techniques and the use of standardized forms.
- Knowledge and ability to work effectively with others.
- Skills in eliciting, documenting and providing accurate information.
- Skills in written and oral communication and interpersonal relations with people from diverse socioeconomic backgrounds.
- Ability to meet pre-established project and program timeframes and deadlines.
- Ability to handle sensitive and confidential information according to program mandates.
- Ability to assist the Program Manager in emergency/crisis situations.
- Ability to verify the accuracy of information, resolve discrepancies and follow-up on outstanding items.
- Ability to coordinate schedules and arrange meetings, conferences, travel and similar activities.
- Ability to follow up and multi-task.

QUALIFICATIONS:

An associate degree in Business, Marketing or Social Services or an equivalent of education and work experience which provides the required knowledge, skills, and abilities. The successful candidate will have exceptional computer skills with Microsoft Office Suite (Outlook, Excel, Word & PowerPoint) and excellent customer service skills. A valid PA Driver's License, Class C is also required.