

## Client Intake Specialist

### Job Description:

Speaks directly with new clients that call in to Good Shepherd for services or referrals to other agencies for financial assistance.

### The following experience and/or skills are beneficial for this position:

- Customer service experience
- Ability to speak clearly on the phone
- Inquisitive; not afraid to ask the tough questions
- Maintain a calm demeanor
- Computer savvy – basic understanding of computer programs
- Detail-oriented and organized
- Typing and 10-key skills
- Basic math skills

## General Office Assistants

- Basic math skills
- Filing
- Typing
- Customer service experience

## Event Set-Up/Take-Down

- Physical labor
- Able to take direction and communicate well
- Work with staff and/or volunteers to create a unique experience for guests
- May assist with the creation of and the placement of decorations and other crafts
- Set-up and take-down of tables and chairs, and other materials used in the events, as directed by staff

## Accounting Manager

### Job Description:

Maintains day-to-day financial records for the agency utilizing computer-based software, banking software, and Microsoft programs. Additionally, completes necessary tax reporting requirements and produces financial documents to funding sources, as needed.

### The following experience and/or skills are beneficial for this position:

- Working knowledge of QuickBooks and Microsoft programs
- Degree or extensive experience in all facets of accounting, including year-end reporting, payroll, IRS-reporting, non-profit annual filings, and grant-reporting
- Ability to maintain strict confidentiality; password controls
- Typing, 10-key skills, bank deposits

## Holiday/Event Planning

- Work with agency staff to create a dynamic experience for guests and/or clients
- Design and implementation of project plans for fundraising to include the annual Spring Dinner & Auction and the Fall Forums
- Ability to engage the community and donors in participation; networking experience
- Extensive customer service
- Select venues, determine/control costs, arrange events services, approving menus
- Must be well-organized, excellent communication with attention to detail, and sound knowledge of vendor management
- Maintain event budgets and entire process – from set-up to tear-down



## Information Technology

### Job Description:

Works directly with the computer system – hardware and software, to maintain its stability and ensure seamless operation. Additionally, assists in updating the agency's website with formatting and layout to align with relational database system to streamline client application processes. Troubleshooting problems that arise and finding solutions.

### The following experience and/or skills are beneficial for this position:

- Working knowledge of hardware and software systems
- Ability to operate relational database systems – InfoPath, Social Solutions' Apricot software, etc.
- General understanding of website maintenance and creating system interactions between the website and email system for forms filing; Clover Sites system
- Troubleshooting software issues and creating solutions
- Installation of hardware and creating user guides
- Broad knowledge of website hosting platforms for possible migration
- Knowledge to create and maintain secure network within current structure
- Ability to train current users on the system of new software, hardware, or changes to existing systems

