



Catholic Charities Volunteer Position Description

Position Title: Intake Specialist/Clerical Volunteer

Department: Family Resource Center/Intake

Reports to: Intake Supervisor/Site Director

Summary: Intake specialist/clerical volunteer must be able to take direction from supervisor. This volunteer will be responsible for greeting clients in a respectful, dignified manner, screening clients for eligibility, informing clients of available services, inputting client information into Apricot Software database, and identifying those clients that need to be referred to other agencies for assistance. In addition to these duties, a volunteer may be asked to assure each station is adequately supplied with all resource materials and aid in clerical tasks assigned by Site Director.

Essential Duties and Responsibilities include, but are not limited to the following. Other duties may be assigned.

- Enter all data on clients and their households
- Answer telephone calls
- Be organized and able to work with clients from various socioeconomic levels
- Provide service to all clients, volunteers and guests with dignity and respect
- Must have exceptional customer service skills
- Keep work station clean and free from clutter
- Keep all necessary resource materials in adequate supply at each station

Knowledge, Skills and Abilities:

- Basic computer skills
- Be knowledgeable about the services provided by Catholic Charities
- Demonstrate qualities of patience, compassion and the ability to listen
- Bilingual is a plus