

JOB POSTING Four Square Community Action (FSCA) Client Intake Specialist, 61 Milton Mashburn Dr. Andrews, NC 28901 828-321-4475

Four Square is a non-profit organization that serves four county region – Cherokee, Clay, Graham, and Swain counties and oversees multiple low-income support programs. We are a team-centered workplace that our supports our community and values our employees.

- This full-time position is responsible for operationalizing intake for various services day to day and routing clients to appropriate services. Some general clerical and administrative support to programs is also included. Position will report to Executive Director.
- Pay range \$15- \$17 hour commensurate with above qualities and level of experience
- Full benefits – including health, dental, and vision insurance, retirement savings account, paid holidays and vacation time pay.

The associate should have the following qualities and skills:

- Must be highly organized and capable of multi-tasking.
- Friendly and hospitable manner with external clients/ customers and able to work well with internal team of Directors and staff.
- Have experience aiding customers/clients before, during, and after services to satisfy client needs.
- Experience or skill performing administrative tasks such as answering phones, scheduling appointments, billing, and maintaining records.
- Must possess excellent verbal and written communication skills.
- Technology and computer skills should include Microsoft Office Suite of software including PowerPoint, Word, Excel, and Outlook, social media experience and other basic tech skills. (Four Square will provide specific training for the *Unite Us* invoicing and case note system for clients.)
- Valid NC driver's license and willingness to travel locally
- Dependable and timely with assignments.
- Perform general administration duties such as filing, scanning, faxing, and bookkeeping.
- Prefer 1-2 years of experience in a similar job.
- Education: Requires minimum of high school diploma or equivalent; 2-3 years general clerical office work experience. An associate degree is preferred in related service fields.
- Must pass criminal background search and drug screen

The job duties include:

- Coordination of intake and documentation of referrals into FSCA programs
- Onsite at Andrews office availability from 8:30 – 5:00
- Willingness to learn all FSCA programs with focus on Healthy Opportunities Pilot (HOP) program for Medicaid clients
- Able to learn and effectively utilize the Unit Us / NCCARE360 referral system and Community Service software for client referrals (FSCA is willing to train)
- Daily use of FSCA purchasing systems to ensure program integrity monitoring and reporting requirements
- Assist if need with food distribution services – inventory management, stocking, delivery
- Database management per funders
- Active participation in role specific educational and training opportunities provided or sponsored by FSCA, HOP, Network Lead organization or DHHS.
- Oversight of general office duties: supplies, typing, and maintaining the office filing system, processing incoming and outgoing mail, and telephone duties.