

CobbWorks

Job Description

Job Title: Intake & Eligibility Specialist
Reports To: Program Services Manager
FLSA Status: Non-Exempt

Summary

Primary operational responsibility for customer service delivery at the workforce development center particularly for application and eligibility process with training customers. Responsible for answering and directing telephone inquiries; assisting customers with eligibility inquiries; determining program eligibility; assisting in individual case management; and managing information and referral processes. **Bilingual in English and Spanish preferred.**

Essential Duties and Responsibilities

- 1. Determines customer eligibility, schedule orientations and assign eligible customers to Career Advisors.**
 - Review documents in WorkSource Georgia Portal to ensure all documents for determining eligibility are correctly uploaded and tagged in the system
 - Create application in the system for all customers who have uploaded all documents (eligible and ineligible)
 - Communicate with customer regarding their eligibility status and collects missing documents
 - Determine eligibility for customers interested in Program Services
 - Enter case notes for customers who are missing documents, eligible or ineligible using provided templates and communicates with customers
 - Schedules eligible customers to the regional Starting Your WIOA Program Session, register the customers for the Starting Your WIOA Program Session and sends Zoom link to customers
 - Hear and resolve complaints from customers and public;
 - Consult with staff and/or customers to identify operating procedure problems;
 - Refer major hardware or software problems or defective products to designated staff or technicians for service;
 - Continuously assess service delivery and suggest improvements to management to improve customer service; and
 - Other duties as assigned.

- 2. Participate in team initiatives and provide assistance to other staff and management to achieve work goals.**
 - Represent CobbWorks at community events, job fairs, and other related functions;
 - Assist designated staff with customer case management activities;
 - Complete research and special projects assigned by management;
 - Provide training and guidance to other staff, volunteers, and partners, as needed.

3. Perform administrative functions that support positive customer service delivery.

- Schedule appointments and maintain and update appointment calendars;
- Transmit information or documents to customers, using phone, computer, mail, or facsimile machine;
- Enter and retrieve customer data, maintain databases, compile survey results, create related reports, etc.

Education/Experience

Associate's degree (A. A.) or equivalent from two-year college or technical school plus two years relevant experience. Three additional years of related experience (for a total of five years) may be substituted for the education requirement.

Language Ability

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. **Bilingual in English and Spanish preferred.**

Math Ability

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have working knowledge of word processing software; spreadsheet software, email software, contact management software and database software. Employee must have familiarity with computer hardware.

Certificates and Licenses

No certifications needed.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Work Environment

The noise level in the work environment is usually moderate.

Physical Demands

While performing the duties of this job, the employee is frequently required to stand or walk, and occasionally required to sit. The employee must regularly use hands to finger, handle or feel and reach with hands and arms. The employee is frequently required to talk or hear. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds and must regularly lift and/or move up to 25 pounds.

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform other related duties as may be required by their supervisor. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Approved: Supervisor/Manager

Date

Acknowledged: Employee

Date