



Position Opening: Client Intake Specialist

Rebuilding Together Peninsula Summary

Do you like the idea of bringing safety and peace of mind to low-income, elderly, and disabled members of our community? Want to put your strong interpersonal skills and experience serving traditionally marginalized members of the community to work supporting housing equity?

As the go-to agency for free home repairs in San Mateo County and Northern Santa Clara County, Rebuilding Together Peninsula (RTP) ensures that vulnerable homeowners have safe homes in which to live and nonprofit agencies have safe facilities from which to provide services. RTP seeks a strong team player to join our team to be the welcoming face of the agency for our clients and their supportive primary contact.

We believe a healthy community starts with a safe and livable home. For nearly 35 years, RTP has helped preserve affordable home ownership and maintain the diverse fabric of the peninsula by providing critical health and safety-related repairs. With skilled in-house repair technicians and by harnessing the power of hundreds of volunteers annually, we helped approximately 150 homeowners and nonprofits annually.

RTP, with an operating budget of \$3M, is one of the largest of the over 110 affiliates of Rebuilding Together Inc., a national nonprofit. We're passionate about our role helping preserve affordable homeownership and supporting families who turn to us for critical safety and health-related repair needs. We value the initiative and input of our staff to help best meet the community's needs.

Position Overview

As the primary contact for current and prospective homeowners and nonprofits seeking assistance, the Client Intake Specialist supports homeowners throughout the application process. You will use your strong organizational skills, follow through and empathy to respond to homeowners' inquiries, help them process their paperwork proving income eligibility and schedule home assessments. You should be a good problem-solver and comfortable working with traditionally marginalized members of the community. This is a part-time (30 hours per week), non-exempt position based in Redwood City, reporting to the Director of Programs.

General Position Responsibilities

- Respond to requests from prospective and current homeowners regarding their applications.
- Effectively communicate guidelines for participation.
- Conduct pre-repair project briefings for homeowners and facilities.
- Provide updates on progress and issues.
- Schedule home assessments for staff to determine homeowners' and agencies' repair needs.
- Maintain client database.
- Maintain accurate documentation and track progress.
- Support quarterly and year-end reporting.
- Support the design of new forms and systems to enhance efficiency as appropriate.

Qualifications

The ideal candidate will possess many of the following skills:

- Strong customer service approach
- Fluent in English and Spanish (written and spoken)
- Proven ability to build relationships with people of diverse backgrounds.
- Excellent attention to detail and follow-through.
- Self-motivated, accountable, and responsible.
- Excellent interpersonal skills.
- Ability to work independently and take initiative.
- Highly flexible and adaptable.
- Highly organized and process oriented.
- Strong problem-solving skills.
- Comfortable with information technology and basic software including Google Apps, MS Office/Word
- Reliable transportation, valid California driver's license and proof of insurance.
- Pass a background check and have clean driving record.

Additional skills strongly preferred include:

- Familiarity with Salesforce.
- Experience working in a nonprofit.
- Knowledge of the San Francisco Peninsula region.

Estimated Start Date

As soon as the position can be filled.

Compensation

We offer base salary, cell phone, laptop, mileage reimbursement. In addition to standard sick leave, offices are closed between Christmas & New Year's Day. Salary range: \$40K-\$42K DOE.

Rebuilding Together Peninsula is committed to diversity in our workplace and, therefore, welcomes and provides equal employment opportunities without regard to race, gender, age, disability, national origin, religion, sexual orientation, marital status, political belief or activity or status as a veteran.

How to Apply

Confidential Application Process: Email your cover letter (Word or PDF document) summarizing your interest, fit with qualifications, and experience along with a current resume to the attention of: Greg Bernard, Director of Programs, Rebuilding Together Peninsula at jobs@rtpeninsula.org. Resumes submitted without a cover letter will not be considered.

For more information about our organization, visit <http://www.RTPeninsula.org>. No phone calls, please.