



211 Smith Street

Sheridan, Wyoming 82801

(307) 672-2240

April 12, 2024

Job Opening
INTAKE SPECIALIST

Dear Applicant,

The Hub...on Smith is now accepting applications for the position of Intake Specialist to provide excellent service and resources to a growing Support Center program in beautiful Sheridan Wyoming.

We are looking for a dynamic and experienced professional willing to learn the workings of an established program. If you have a passion for team engagement and helping people find resources within the community while working to make Sheridan a wonderful place for people of all ages to live, please consider applying for this rewarding position.

This is a full-time non-exempt position with benefits and a starting wage of \$18.00/hr. We offer Health, Dental, and Vision as well as Wyoming Retirement System Pension.

Attached you will find a complete job description. Please submit your application - including three work-related references, resume and cover letter to tburt@thehubsheridan.org or to my attention at 211 Smith Street, Sheridan, WY 82801. Applications will be accepted until the position is filled.

The Hub... on Smith is an equal opportunity provider, an equal employment opportunity and "At Will" employer. Candidates will be notified by phone if an interview is desired.

Thank you for your interest in this position.

Warm Regards,

Taisshia Burt
Director of Human Resources

SENIOR CITIZENS COUNCIL
The Hub on Smith
JOB DESCRIPTION

POSITION: Intake Specialist
LOCATION: 211 Smith Street
REPORTS TO: Support Center Manager

Essential Job Functions Include:

- Actively promoting programs and services to enhance customer engagement.
- Facilitating customer registration for various activities with meticulous attention to detail.
- Providing comprehensive support to both staff and customers to ensure seamless operations.
- Methodically constructing and maintaining client profiles to facilitate personalized service.
- Engaging in regular participation in scheduled staff meetings to facilitate effective communication.
- Undertaking special projects and additional duties as delegated by management.
- Engaging in prolonged periods of computer data entry and telephone communication.
- Consistently exchanging information and maintaining communication with colleagues and clients.
- Assisting patrons by physically navigating the premises, including walking, standing, or kneeling as required.
- Inputting and managing information in computer systems accurately and efficiently.
- Proficiently multitasking to manage various responsibilities simultaneously.
- Demonstrating exceptional interpersonal skills to effectively engage with a diverse population of people.
- Continuously providing high-quality customer service experiences.
- Communicating effectively both verbally and in written form.
- Acquiring comprehensive knowledge of community resources to better serve patrons.
- Effectively managing time to meet deadlines and prioritize tasks.

Minimum Qualifications:

- High school diploma or equivalent. Experience working with older adults &/or people with disabilities. Experience in data entry desired but not required.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Senior Citizens Council is an equal employment opportunity employer