



National Latino Education Institute

2011 West Pershing Road

Chicago, Illinois 60609

resumes@nlei.org

www.nlei.org

POSITION ANNOUNCEMENT

POSITION: Intake Specialist

MANAGER: Business and Community Service Director

SUMMARY: Responsible for customer service and client data maintenance.

Administers assessment, intake coordination, screening, processing and reporting of applicant documentation and data by either electronic and/or hard copy systems for the organization's Community Workforce Services. Provides overall program and outreach support.

RESPONSIBILITIES:

1. Supports the mission of National Latino Education Institute (NLEI).
2. Provides the highest level of customer service to applicants and prospective clients by ensuring availability (either remotely, on site, by phone and/or through e-communication).
3. Responds with urgency to service inquiries via e-mail, social media, phone or other virtual platforms regarding Community Workforce Services.
4. When appropriate, safely greets applicants and clients following safety protocols.
5. Disseminates accurate information on programs and services electronically or when appropriate in person following safety protocols.
6. Maintains database of inquiries with client response, dates, and outcomes.
7. Collects and ensures integrity of applicant data. Gathers information and documentation to determine program and/or grant eligibility per the respective requirements.
8. Performs income and grant eligibility calculations per contract, funder and/or regulatory requirements.
9. Evaluates documents for military experience, High School Equivalency if needed, Valid Driver's License if needed, returning citizens and other required documentation to satisfy funder requirements for underserved and target populations.
10. Administers and scores assessments, standardized tests and exams. Develops Individual Service Plans customized to the needs of the client.
11. Assembles and maintains both electronic and hard copy records system of accurate and organized application, client and/or participant files.
12. Maintains prospect log, testers log, intake reports, Community Workforce Services reports and other reports as required. Provides applicable team timely e-distribution of intake and related reports.
13. Sets appointments and coordinates job readiness interviews.
14. Provides program services orientation. Determines client needs, motivation and interest in careers, jobs and workforce services.
15. Makes recommendation for client service placement and individual employment plan.
16. Tracks and maintains participant attendance.
17. Assists with outreach, retention, supportive services and other Community Workforce Services activities as needed.
18. Performs extensive data entry, e-filing, filing, photocopying, scanning and other administrative and support duties needed for intake.

Mission:

The National Latino Education Institute advances our community's economic independence through market and results driven education, training, employment, and advocacy.

19. Prepares and maintains monthly client reports as needed in order to support and comply with performance outcomes and multiple grant requirements.
20. Assists in grant vouchering and/or other requirements from funders. Supports audit requirements and compliance evaluation visits.
21. Attends meetings, trainings and workshops as needed. Due to the Pandemic, all meetings are virtual until further notice.
22. Other duties as assigned.

QUALIFICATIONS:

- Strong digital, computer and data management skills.
- Excellent organizational skills and attention to detail.
- Proficiency in Microsoft Office Suite (Word, Excel, Access, Outlook).
- Knowledge of MS Office 365 and SharePoint.
- Advanced skills in web-based communication platforms, virtual services, and social media.
- Familiar with MS Teams and/or applications such as Zoom, Webex, GoTo Webinar a plus. Familiar with applications such as Google Docs or Dropbox a plus.
- Working knowledge of database systems and cloud-based systems.
- Commitment to customer service and customer satisfaction
- Ability to multi-task, work independently and meet deadlines.
- High standards of ethics and integrity.
- College Coursework or vocational degree with at least two years of administrative or related experience.
- Bilingual in Spanish/English
- Able to thrive in a remote setting when needed.
- Able to excel in serving diverse populations. Committed to support underserved communities.
- Willing to work flexible schedules if needed.

OTHER SKILLS and ABILITIES: Interact in a pleasant and professional manner. Ability to work well under pressure, manage multiple priorities, set and meet deadlines and manage unexpected situations. Strong technology skills necessary.

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

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of instructions and deal with several abstract and concrete variables.

To Apply send resumes to: resumes@nlei.org

E/O/E

About NLEI: Incorporated in 1972, NLEI is a nonprofit 501 (c) (3). NLEI is a unique organization as it is an education institution and a nonprofit community-based organization serving the LatinX community and underrepresented populations. NLEI offers programs that are nationally accredited and approved by the IL Board of Higher Education, the U.S. Department of Education, is a partner of the American Jobs Center, the IL Veterans Administration and a National Center for Competency Testing (NCCT). NLEI provides community workforce services and has a myriad of credentialing partners and industry relationships.

Mission:

The National Latino Education Institute advances our community's economic independence through market and results driven education, training, employment, and advocacy.