



The mission of Tri-CAP is to expand opportunities for the economic and social well-being of our residents and the development of our communities.

Intake Specialist Wanted

We are looking for a compassionate, enthusiastic, and motivated person to provide professional, courteous customer service by meeting with clients in person or by phone, to assess their immediate needs, and provide information, referral, application assistance, and advocacy for all Tri-CAP program services and other community resources.

Primary responsibilities of this full-time position will include:

*Meet with/ interview clients who walk in or call for general assistance, assess immediate needs and assist in completing program applications and general referral activities.

*Understand the eligibility guidelines, application requirements and scope of services for all Tri-CAP programs.

*Conduct follow-up activities- phone calls, mailings, advocacy services, etc.

*Work with other Tri-CAP staff and community providers to coordinate appropriate referrals and program services.

*Maintain system to track referrals, activities & enrollments, and fulfill grant required reporting activities.

Starting wage is \$14.05 per hour and includes a comprehensive benefits package



Qualifications

*Experience working with people in crisis and with diverse populations.

*Two (2) years post-secondary education and one year of human services related experience OR equivalent combination 3 years education/experience.

*Demonstrated effective oral, written and interpersonal communication skills, excellent customer service skills. Computer experience is required including Microsoft Office products.

*Knowledge of low income programs in the community.

*Excellent organizational skills and the ability to work well independently and stay on task.

*Present a positive image in the community.

*Reliable transportation and current driver's license.

*Bi-lingual (Spanish or Somali) preferred.

For application materials contact:

For application materials, visit our website: www.tricap.org, email us at hr@tricap.org, or call our office (320) 251-1612. Position is open until filled.

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