



Coalition for the Homeless Job Description

Title:	Customer Care Specialist
Summary:	This position manages the Metro Louisville Single Point of Entry through direct client service either by phone or walk-ins. Customer Care Specialists are also responsible for entering and tracking data, client referrals, and approving new persons for homeless services community-wide.
Reports to:	Coordinated Entry Supervisor
Classification:	Part-Time Hourly; \$15/hr.
Minimum Requirements:	Bachelor's Degree in a related field or two years experience in social services. Familiarity with Microsoft Word, Excel, Outlook, and PowerPoint, and the ability to understand the Homeless Management Information System (HMIS). Ability to work with diverse groups. Excellent customer service, written communication skills, and attention to detail.

Duties:

- 1) Work with persons calling or presenting at the Single Point of Entry to verify homelessness, create a Single Point of Entry shelter ID card, and enter data into HMIS system.
- 2) Access written entry forms from shelters daily and enter into HMIS system.
- 3) Check all shelter reservations daily and update as needed in HMIS system.
- 4) Make appropriate referrals to homeless prevention services.
- 5) Make bed reservations for newly homeless through HMIS system.
- 6) Complete daily check list to ensure data is maintained appropriately and accurately.
- 7) Participate in training of shelters in Single Point of Entry system.
- 8) Maintain list of barred clients that cannot be serviced at particular shelters.

Revised: January 16, 2020