

Coalition for the Homeless

Title:	Customer Care Specialist
Summary:	This position assists operating 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:	Manager of Coordinated Entry
Direct Reports:	None
Classification:	Full 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. Ability to work with diverse groups. Excellent customer service, written communication skills and paying attention to detail.

Duties and Responsibilities:

- Work with persons calling or presenting at the Single Point of Entry to assist and verify homelessness.
- Enter data into the Homeless Management Information System (HMIS).
- Access written entry forms from shelters daily and enter into HMIS system.
- Check all shelter reservations daily and update as needed in HMIS system.
- Make appropriate referrals to homeless prevention and diversion services.
- Make bed reservations for homeless through HMIS system.
- Complete daily check list to insure data is maintained appropriately and accurately.
- Participate in training of shelters in Single Point of Entry system.
- Maintain list of barred clients that cannot be serviced at particular shelters.
- Maintain neat and accurate records while keeping statistical information.
- Maintaining client confidentiality.
- Other duties as assigned.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender, identity or expression, sexual orientation, national origin, marital status, genetics, disability, age, veteran status or any other legally protected status.