



1300 S. Fourth St. #250, Louisville, KY 40208 | www.louhomeless.org

Job Posting: Customer Care Specialist (Full-time)

The Coalition for the Homeless is hiring a full-time Customer Care Specialist responsible for assisting people in need of shelter through phone and in person by entering data and referring those in need to homeless shelters and services community-wide. The salary is \$32,200.

The Coalition for the Homeless is the lead advocate for the homeless locally. We are a 501(c)(3) nonprofit organization with a mission to prevent and end homelessness in Louisville, KY. We have been the voice of people experiencing homelessness in Louisville since 1986. Our job is to strategically evaluate the needs of the homeless and of our 30+ member agencies, and to implement smart, long-term solutions.

ESSENTIAL DUTIES AND TASKS:

- Work with persons calling or presenting at the Single Point of Entry to assist and verify homelessness.
- Enter data into the Homeless Management Information Systems (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.

MINIMUM QUALIFICATIONS

Bachelor's Degree in a related field or two years' experience in customer service or 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 paying attention to detail. A preference will be given to persons of color who are over-represented in the persons that we serve.

BENEFITS INCLUDE

- Health Insurance
- 401(k)
- Paid Vacation and Holidays

OUR PROMISE

The Coalition for the Homeless is an equal opportunity employer that believes a diverse, equitable and inclusive workplace makes us better. We encourage people from all backgrounds, ages, abilities, and experiences to apply. We do not discriminate on the basis of race, color, ancestry, religion, national



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origin, sexual orientation, age, citizenship, marital or family status, disability, gender, gender identity or expression, pregnancy or caregiver status, veteran status, or any other legally protected status. We will ensure that individuals with disabilities are provided reasonable accommodations to participate in the job application and interview process and to perform essential job functions.

Please see the full job description attached. Interested applicants should submit a cover letter and resume to Anna Clayton aclayton@louhomeless.org.