Job Title: Intake Specialist
Department: Business Development
Reports to: Director, Business Development

FLSA Status: Non-Exempt or Exempt
Hours: Full-time
Physical Strength: Moderate

SUMMARY
This position is responsible for serving as the primary contact for inquiries at MESO. The Intake Specialist position will ensure that individuals are responded to in a timely and professional manner as well as a thorough intake process and meets quality standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES
• Primary interface for information requests related to MESO Programs and services by phone, web inquiries, and walk-ins. Maintain digital filing system.
• Provide administrative support for programs such as scheduling, invitations, coordinating registrations, monitoring attendance, and reminders. Ongoing follow-up to clients within 24 hours of inquiries.
• Administrative support for Director, Business Development.

JOB DUTIES
• Intake:
  - Respond within 24 hours to all inquiries received through the website and emails.
  - Answer phones and navigate clients to appropriate areas as needed.
  - Track and document all intake activities for reporting.
  - Provide resources as needed.
  - Input all hours in support of all intakes into Outcome Tracker or tracking systems.
  - Reporting all intake outcomes.

• Administrative Program Support:
  - Info Connect: Coordinate and track Info Connect program. Managing registration, reminders, attendance, intake form organization, and input into Outcome Tracker.
  - Maintain MESO’s digital filing system

• Director, Business Development support

SUPERVISORY RESPONSIBILITIES
This position has no supervisory responsibilities.

QUALIFICATIONS
Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to the safety or health of employees or others. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE
Bachelor’s degree (B.A.) from a four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS
Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations.
on controversial or complex topics to top management, public groups, and/or board of directors. Bilingual preferred.

**MATHEMATICAL SKILLS**
Ability to apply advanced mathematical concepts related to finance. Ability to synthesize complex or diverse information; collect and research data; use intuition and experience to complement data; designs workflows and procedures; demonstrate attention to detail; gather and analyze information skillfully; complete projects on time and budget; demonstrate accuracy and thoroughness; work within approved budget; contribute to profits and revenue; conserve organizational resources.

**COMPUTER SKILLS**
Very organized, detail-orientated, fast, and comfortable with various software programs and technology including Microsoft Suite products. Ability to provide accurate data entry and review forms to ensure data is submitted.

**REASONING ABILITY**
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS**
None.

**VACCINATION REQUIREMENT**
All current employees are required to be fully vaccinated against COVID-19 by October 18, 2021, as mandated by the State of Oregon unless a reasonable accommodation is approved as a result of a medical or religious exemption.

- You must provide proof of COVID-19 vaccination or exemption prior to start date. New employees must show they've had both doses of the Pfizer or Moderna COVID-19 vaccines (or one dose of the Johnson and Johnson vaccine) and are 14 days past the final dose prior to start date.

**BENEFITS**
- Employer paid medical, dental, vision
- Employer paid Short-term disability
- 401k Match
- Paid holidays
- PTO

**PHYSICAL DEMANDS**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must regularly lift and/or move up to 10 pounds. While performing the duties of this job the employee is regularly required to sit and talk or hear. The employee is frequently required to stand; walk; use hands to handle, or feel and stoop, kneel, crouch, or crawl. The employee is occasionally required to reach with hands and arms and climb or balance.
WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.