

Current job opening with Community Action Marin.

Job Title: Client Intake & Data Specialist
Status: Full-time / Salaried / Non-Exempt
Salary Range: \$44k - \$48k Annually + Benefits

To apply, send resume to: Laurel Hill, Safety Net Services Program Director at lhill@camarin.org

Job Summary:

Community Action Marin is the largest human services provider in Marin County and is designated by the County Board of Supervisors as the “official anti-poverty agency” for Marin County. We are working to make Marin a place where all of us can live with dignity and respect and have an equal opportunity to support ourselves and each other. For over 50 years, we’ve been there when our community needed us most. We now offer more support to more people than any other organization in the county, but demand is growing every day.

The Client Intake and Data Specialist is a primarily client-facing role supporting the entire agency in assessing the needs of community members and connecting them to appropriate resources and services. The Client Intake and Data Specialist is responsible for direct service and program support duties for Safety Net and Economic Opportunity programs including Low Income Home Energy Assistance Program, Cash and Housing Assistance, Economic Opportunity and Workforce programming.

Primary Responsibilities:

- Overall administrative responsibility for client intake, application completion, and entry of client information into applicable databases (CORE, EARS, ServTraq; Salesforce ECM and EmpowOR).
- Coordination and assistance in scheduling and conducting community outreach and engagement. Aid clients in accurate completion of program applications. Ability to explain program guidelines and goals of program activities to include responsible energy use, utility billing policies, budgeting basics, etc.
- Review and follow up on client assistance applications to insure correct completion and income verification, faxing/calling utilities with payment guarantees, and scheduling delivery of wood/propane.
- Processing of transmittals to fiscal department to issue payments to individuals and vendors including landlords, wood and propane suppliers.
- Advocate for clients in need of other community resources including providing referrals to external organizations and community services.
- Intake and process weatherization referrals.
- Outreach and referral to PG&E, CARE/FERA, Energy Upgrade CA, CalFresh and other resources.
- General clerical responsibilities to include, but not limited to: phones, filing, copying, general correspondence and special mailings.
- Provide input into Agency client-facing written and online program content.

Qualifications:

- A strong commitment to social justice, equity and the Agency's mission to make it possible for people to achieve wellbeing by providing the education, mental health, and vital services they need.
- An innovative mindset that values teamwork and collaboration internally and externally.
- Associate Degree or two or more years of experience in the role of case manager or similar client assistance program working with underserved low-income clients.
- Computer Literacy; competency with current computer applications—Microsoft Office (Word, Excel, Publisher, Access, Outlook, Powerpoint)—and ability to become proficient in program-specific programs—CORE, EARS, EmpowOR, ServTraq.
- General clerical skills—phone, filing, correspondence.
- Outstanding customer service skills. Ability to work constructively with diverse populations in crisis situations.
- **Bilingual English / Spanish required.**
- High level of attention to detail and organization.
- Deep understanding – and ability to articulate – the role equity, inclusion, and diversity plays in our work.

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