



We Build Strength, Stability, Self-Reliance Through Shelter

If you are looking for a career that has meaning, and desire to work for an employer that is making a positive impact in Genesee County, we are interested in talking to you about our open **Intake Coordinator** position.

Mission & Values

Our mission is: Seeking to put God's love into action, Genesee County Habitat for Humanity brings people together to build homes, community and hope.

A successful candidate will be expected to uphold the values of Genesee County Habitat for Humanity:

Integrity – In all of the business we conduct, we conduct ourselves with integrity. This means doing what is right even when no one is watching. We believe in treating others the way we would like to be treated – with empathy, kindness, and compassion. We hold ourselves to a gold standard of honor, ethics, and moral principles both individually and as an organization in the community. This includes maintaining consistency and dependability when interacting with the people that we serve in all departments of our organization, with our coworkers, and with our partners – ensuring that assets entrusted to us are used responsibly and consistent with their intended use.

Compassion for All – Throughout the divisions of our organization, we believe in approaching our objectives with compassion for all. This means absolutely no exceptions – absolutely all-inclusive. We believe in treating everyone we encounter as they are family, treating them with respect, and treating them as we would like to be treated. We believe that by this approach we can offer a hand up to everyone we encounter, regardless of their situation, by meeting them where they are with an outstanding level of compassion.

Leadership – We believe in setting the example for leadership both as an organization in our community and individually in our departments – defining our objectives and executing them better than anyone else. This includes establishing common goals as an organization and holding ourselves and each other accountable for achieving those goals. With leadership comes responsibility – We take responsibility for motivating and encouraging each other, mentoring when necessary to achieve the goals we have set for ourselves to be the very best in what we do.

Innovation – In an ever-evolving and changing community, we are at the forefront of this dynamic. In order to meet this challenge, we approach our program delivery with open-mindedness, anticipating opportunities to better serve the people in our community. In this, we are nimble and flexible to meet those needs. When we encounter obstacles, we employ creative solutions, concurrently evolving with our community in new and existing program delivery to best serve the needs of our community. In order to place ourselves at the forefront of this evolution, we continually strive to be more efficient. As our policies and practices continue to streamline, we are able to stay current on the changing needs of our community and meet those needs as quickly as possible.

Excellence of Service – This value runs parallel with the above Core Values. We strive to offer the absolute best products and services to our community by doing so with Integrity, Compassion for All, Leadership, and Innovation. Through achieving our goals with these values, we become providers of excellent service. We are performance-driven, striving continually to meet and exceed objectives. We accomplish our goals through teamwork and collaboration where necessary to deliver the most efficient and quality service possible. In all our programs we serve our community as thoroughly as possible and strive to exceed expectations. This includes “making it right” – If for some reason our service lacks excellence, we go the extra mile and take responsibility to make it right.



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Position Description- Intake Coordinator

General Description

The Intake Coordinator will be responsible for day to day coordination of all repair related department needs. They will conduct intake interviews, maintain records and files, assist with applications, and make referrals to appropriate programs both within the affiliate and to other social service agencies in Genesee County. Experience in social work, administering community-based programs or housing are preferred. The ideal candidate must also have a passion for the Habitat for Humanity mission and the ability to influence others to share the vision. They will also have the desire and ability to work with many diverse groups of people in a high stress environment. Patience, compassion, empathy, attention to detail, flexibility, and proficient computer and office skills are required.

Employment Status

Position is full-time (40 hours a week) exempt, with occasional evening and weekend work required. Annual Salary Range is \$33,000- \$37,000 based on experience. Conditions and benefits are contained in the Employee Handbook.

Reports to

Neighborhood Services Director, Executive Director

Supervisory Responsibilities

None

Qualifications

Education

- Bachelor's degree in Social Work or related field preferred; equivalent experience accepted

Experience

- Minimum of three years relevant work experience
- Experience in community data collection, entry, and analysis preferred

Knowledge, Skills, and Abilities

- Organization & prioritization
- Ability to meet deadlines, use time efficiently, and prioritize
- Cross cultural awareness
- Ability to work independently and work as an effective team member
- Good communication and presentation skills with the ability to communicate effectively via phone and email, write professional documents, and speak to groups of various sizes
- Ability to work under pressure to handle frequent change, delays, and/or unexpected events
- Excellent interpersonal skills with ability to work with a variety of people and occasionally handle difficult situations and conflicts with finesse
- Proficiency with Microsoft Office and Google Suite
- Must have reliable transportation



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Physical Requirements

- Speak and hear in order to communicate with others
- Work at a desk or computer for extended periods of time
- Move around the office, event, or construction site

Work Environment

- Most of the work for this job is conducted on site, indoors at a desk
- There is periodic exposure to dirt, dust, dampness, construction debris, extreme temperatures, construction noises, fumes and odors from working on or visiting homes and residential construction sites

Responsibilities

- Answer a high volume of phone calls, emails, and in person inquiries regarding available services
- Conduct repair program informational sessions and intake appointments
- Maintain files and records and ensure documentation compliance
- Assist homeowners with application process to other housing related programs
- Research, recruit, and generate support networks for program participants
- Utilize surveys to gauge impact of outreach efforts for purposes of reporting to our stakeholders
- Be involved in short- and long-term planning
- Disseminate information readily to stakeholders as appropriate
- Submit accurate reports according to deadlines
- Assist with agency special events
- Comply with grant requirements accordingly
- Responsible for individuals' introduction to and relationships with neighborhood associations, nonprofits, and government agencies
- Works in collaboration with the Director of Neighborhood Services, the Homeowner Services Director, and the Executive Director
- Help in successfully accomplishing affiliate goals
- Support the affiliate, your department, supervisor, and fellow staff at all times
- Must support and/or adhere to: GCHFH Core Values, Employee Handbook, Strategic Plan, Affiliate Operations, Job Description and Job Goals

To Apply

Send resume with cover letter and at least 3 professional references to Cathy Stiles at operations@geneseehabitat.org by 8:30 am Tuesday, May 30, 2023; or drop off at 101 Burton Street Flint, MI 48503 by same date and time.

GCHFH seeks to employ and assign the best-qualified personnel for all of our positions in a manner that does not discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve and National Guard status or any other status or characteristic protected by law. If you are unable to complete this application due to a disability, contact this employer to ask for an accommodation or an alternative application process. Genesee County Habitat for Humanity screens all potential employees and key volunteers (including board members) utilizing the Internet Criminal History Access Tool (ICHAT). By submitting your credentials for this position, you are submitting to such inquiry.