POSTION: Intake Specialist

Pay Rate: $22 - $26, based on experience

LOCATION: Sheboygan

SUPERVISOR: Intake Manager

GENERAL RESPONSIBILITIES: The Intake Specialist will support our energy assistance and weatherization programs; guiding clients through the application process, verifying eligibility, managing documentation, and assisting in outreach efforts across our service areas.

JOB DUTIES:

- Manage customer intake in-person and by phone.
- Answer questions, process applications, and verify eligibility documentation
- Maintain accurate client records and comply with all program guidelines
- Refer qualified clients to the appropriate assistance program
- Provide alternative resource information to ineligible applicants
- Conduct outreach in coordination with outreach staff
- Attend community events and promote program awareness
- Participate in after-hours on-call rotation during the emergency heating season
- Travel to other office locations or events as needed
- Keep current on policy updates and maintain program compliance
- Protect client confidentiality at all times

QUALIFICATIONS & REQUIREMENTS:

- High School Diploma, GED, or HSED required
- Strong communication and customer service skills
- Computer proficiency (Microsoft Office and database entry)
- Organized and detail-oriented with strong recordkeeping skills
- Comfortable working independently and in a team setting
- Experience in nonprofit, public service, or customer-facing roles (preferred)
- Ability to work with individuals from diverse backgrounds
- Valid Wisconsin driver’s license, good driving record, auto insurance, and reliable transportation

- Willing to travel for training or outreach (occasional overnight stays may be required)
- Bilingual in Spanish or Hmong (preferred)

BENEFITS:

- Competitive hourly wage
- Health, dental, and vision insurance
- Retirement plan options
- Generous paid time off
- Ongoing training and career development
- Meaningful work that directly supports your community

SCHEDULE:

- Full-Time
- Monday to Friday
- Occasional evenings/weekends (during emergency on-call rotation and to attend outreach events)