



Position Description

Title of Position: Intake Specialist
Reports to: Program Director
25 hours a week; Salary Grade 1; \$17,000 Annual Salary

Summary of Position: Provide support to interested volunteers and Greater Cleveland Volunteers staff by assisting with the intake process of potential volunteers.

Key Duties Include:

- Handle incoming calls, walk-ins and emails from individuals wanting more information about volunteering, determine what program they would be best suited for, and connect them to the appropriate staff person.
- Prepare and send out information (mail and email) to new volunteers.
- Contact via phone and/or e-mail newly enrolled volunteers to schedule them for a new volunteer information session and document all contact made. Make confirmation calls and/or emails to volunteers for upcoming new volunteer information sessions.
- Schedule potential volunteers for interviews with staff members.
- Follow up with volunteers that do not currently have a placement.
- Keep up-to-date information on current volunteer needs. Communicate with agency staff to determine their agencies' needs.
- Maintain necessary paperwork related to referred volunteers. Prepare reports as needed.

Additional Duties Include:

- Assist with major Greater Cleveland Volunteers events, such as Annual Volunteer Recognition event and Annual Benefit.
- Attend community events and recruitment events to recruit new volunteers for Greater Cleveland Volunteers (if needed).
- Fulfill other duties as requested by supervisor.

Qualifications:

- **Required:** Two years' experience as administrative assistant or in the field of volunteer management or Human Resources; excellent verbal and written communication skills; ability to work well with diverse populations and to multi-task and keep large quantities of information organized; knowledge of general office equipment usage including copier, fax, and telephones; excellent attention to detail; friendly and courteous disposition. Proficiency in Microsoft Office computer programs. The ability to work some evenings and weekends.
- **Preferred:** Familiarity with Cuyahoga County and knowledge of other social service organizations, experience using a human resources or volunteer database, experience with working with older adults. A valid driver's license and automobile insurance and access to an automobile during working hours
- **Interested candidates should send a resume and cover letter via email to:**
Kirsten Frei-Herrmann, Program Director, Greater Cleveland Volunteers
kfrei-herrmann@greaterclevelandvolunteers.org