



JOB POSTING

JOB TITLE: Intake Specialist
DEPT: Supportive Services
STATUS: Full Time; Non-Exempt, 37.50 hours/week
PAY RATE: \$22-24/hour, DOE

09.2026

PRIMARY FUNCTIONS:

- Serve as the first point of contact for clients and visitors by providing a welcoming and professional environment, while managing check-ins and directing individuals to the appropriate staff, services, or departments.
- Manage a high-volume front desk environment with frequent interruptions, competing priorities, and time-sensitive needs while maintaining professionalism, organization, and attention to detail.
- Ability to effectively and respectfully engage and build rapport with individuals experiencing a wide range of mental health, substance use, and co-occurring disorders. Demonstrates cultural competence and sensitivity when working with people from diverse cultural, ethnic, racial, and sexual orientation backgrounds, fostering an inclusive and supportive environment.
- Assess routine and unexpected situations as they arise, independently problem-solve within established policies and procedures, and determine when additional staff support, intervention, or escalation is needed.
- Demonstrate the ability to effectively de-escalate challenging situations using a trauma-informed approach while maintaining a safe, supportive environment.
- Create and maintain electronic client files in accordance with agency guidelines while ensuring compliance with HIPAA privacy and confidentiality requirements.
- Communicate effectively and work cooperatively with VOC staff and community partners.
- Assist with the receipt and processing of incoming donations and mail, ensuring items are accurately sorted and directed to the appropriate departments or recipients.
- Perform end-of-day building security checks and ensure the North Campus main building is properly secured before leaving for the day.
- Conduct outreach as needed and provide additional program support as needed.
- Support the mission, values, and overall operations of Veterans Outreach Center.
- Perform other duties as assigned by the Supportive Services Manager or Assistant Director of Programs.

QUALIFICATIONS:

- Ability to receive, lift, move, and store packages and supplies weighing up to 40 pounds, with or without reasonable accommodation.
- Front desk, reception, customer service, human services intake, or similar experience is strongly preferred. Experience working in a setting requiring awareness of safety and security procedures is a plus.
- Ability to multi-task and function in a busy work environment with frequent interruptions.
- A veteran preferred; or a person with demonstrated knowledge and experience with veterans' concerns.
- Effective interpersonal communication skills; a willingness to be helpful, flexible, patient, and creative; and the ability to remain calm during crisis situations are required.
- A nonjudgmental approach that reflects cultural competency and sensitivity to the unique needs and diverse experiences of the individuals served.
- Working knowledge of general office procedures, use of office equipment, and strong MS Office skills.
- Strong ethical character with ability to abide by VOC values of Respect, Integrity, Service and Excellence.

***Veterans Outreach Center, Inc. is an equal opportunity employer.
Veterans of the U.S. Armed Forces are encouraged to apply.***