**Job Description**

**Overview:**

Frontier Housing has served northeastern Kentucky communities for over 45 years by developing housing for homeowners and renters, and providing owner-occupied repair services. The intake specialist will manage the customer leads and intake for all lines of business (New Construction, Existing Purchases, Rehab, and Rental). Contender must be willing to commit to one year of service in the Homes for All AmeriCorps program. Service year begins August 1st, 2020.

**Position Description:**

* Meet with new or prospective customers, asks series of questions for the purpose of compiling data, and then uses data to determine the best next course of action for that customer.
* Pull and analyze credit report, and obtain required supporting documentation to determine program eligibility.
* Answers and screens inquiry calls, emails, and information requests for all prospective customers.
* Assists “Leads Manager” for technology based CRM – SalesForce
* Provide outreach efforts to all “Leads” that are received
* Ensures all required forms are signed and collected.
* Maintains and utilizes CRM (Salesforce).
* Performs other related work as required.

**Required Knowledge, skills and abilities**

* Demonstrates the ability use all standard office equipment.
* Proficiency in Microsoft Office products including Outlook, Word and Excel
* Displays the ability to communicate with others effectively, listen closely and convey points clearly.
* Demonstrates excellent customer service.
* Possesses the ability to adjust to constantly changing workloads.
* Clear written and oral communication.
* Must work well in a team as well as work independently.

**Experience & Qualifications:**

* Similar experience is preferred, but not required
* SalesForce experience is preferred, but not required

Education

* High School Diploma or Equivalent

**Compensation Package:**

* Annual living allowance of $14,279
* Health Insurance & Training
* $6,195 education award upon completion of 1700 service hours
* **Additional Information:**

AmeriCorps members are required to serve 1700 hours over the course of the year. With holidays, personal days, and sick days taken into account, this averages out to 37.5 hours per week from August 1 to July 31.

Job Type: Full-time