# JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Bilingual Intake Specialist</th>
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</thead>
<tbody>
<tr>
<td>Supervisor’s Title</td>
<td>Grants Management Supervisor</td>
</tr>
<tr>
<td>Department</td>
<td>Housing</td>
</tr>
<tr>
<td>Grade</td>
<td>N/A</td>
</tr>
<tr>
<td>FLSA Status</td>
<td>Non-exempt</td>
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<tr>
<td>Date Revised</td>
<td>August 5, 2019</td>
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</tbody>
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## POSITION PURPOSE

The Denver Urban Renewal Authority manages multiple affordable housing programs, which match low- and moderate-income Denver residents with grants and low-interest loans for repairs, accessibility improvements, and lead hazard control. The programs are run by the Authority’s Housing Department, which has two teams: (1) intake and loan underwriting, and (2) rehabilitation.

Under the supervision of the Grant Management Supervisor, the Bilingual Intake Specialist responds to inquiries from the general public regarding DURA’s housing programs and provides translation services for Housing Department staff and clients.

## ESSENTIAL DUTIES

1. Translates, both verbally and in writing, from Spanish to English and English to Spanish on behalf of clients and Housing Department staff.
2. Screens inbound calls from prospective clients for eligibility and maintains caller tracking databases.
3. Maintains a waiting list of potential clients for the Housing programs, if needed.
4. Works with potential clients to take program specific applications.
5. Prepares client intake file by gathering client’s paperwork for Loan Specialist review, including reviewing documentation for accuracy and completeness. Follows up with clients to obtain required documentation with a sense of urgency and an eye for detail.
6. Follows up with callers who have requested information but have not applied for Housing programs.
7. Primary back-up for agency receptionist during lunch periods.
8. Refers clients to community resources and other organizations when DURA’s housing programs cannot meet their needs.

## OTHER DUTIES

1. Other duties as assigned by Grants Management Supervisor, Deputy Director/CFO, and Executive Director.

INCUMBENTS ARE HELD ACCOUNTABLE FOR ALL DUTIES OF THIS JOB
JOB SPECIFICATIONS

KNOWLEDGE/SKILLS AND EXPERIENCE

- Bilingual (fluent) in Spanish and English required. Must have the ability to translate from English to Spanish and from Spanish to English verbally and in writing on behalf of clients and other Housing staff.
- Ability to provide courteous, knowledgeable and professional customer service on the telephone, via email and in person.
- Ability to work with people from diverse backgrounds.
- General knowledge of affordable housing programs and/or experience working with HUD funded-programs a plus.
- Knowledge of and experience in using customer relationship management (CRM), ability to perform accurate data input into a database.
- Able to communicate effectively both verbally and in writing.
- Ability to work in a team environment.
- Strong organizational skills required.
- Ability to multi-task and effectively balance competing priorities.

Ed ucation - Graduation from high school or equivalent

Ex perience - Minimum of one year’s experience in an intake or client-facing position. Two years general office experience within a nonprofit housing or direct service organization preferred. Experience in working with low/moderate income households preferred.

Software Utilized – MS Office Suite, CRM Software

- Primarily office with some offsite meetings
- May be required to enter clients’ homes
- May be required to use a personal vehicle
- Occasional evening and weekend hours

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

APPROVAL SIGNATURES

Executive Director _____________________________ Date _____________________

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