

Mahoning Valley Regional Council of Governments - ESCEO
Employee Position Description and Responsibilities

Position Title:	Intake Specialist
Category:	Classified; FLSA Applies
Compensation:	Hourly, insurance coverage, and fringe benefits as per the current Mahoning Valley Regional Council of Government (MVRCOG) Board Policy.
Education/Degree:	High school diploma or equivalent.
Reports to:	Intake Coordinator
Supervises:	None
Qualifications:	The following qualifications and guidelines:

- Processes calls to engage families in the Help Me Grow system of services to determine eligibility.
- Responsible for answering agency and departmental phone lines maintaining a consistent positive, helpful attitude.
- Provides appropriate information to callers and refers callers to resources as needed.
- Obtains and documents new referrals, performs data entry and data verification by extracting information from multiple databases and/or forms per protocol ,assigns designated referrals per protocol, and assists with managing correspondence with families and referral sources.
- Maintains accurate, complete and correct documentation/records.
- Checks voicemail, fax and email for new referrals and assigns per protocol.
- Troubleshoots issues related to data entry and contacts Ohio Department of Health, the Ohio Department of Developmental Disabilities, staff and/or partners to resolve issues, inconsistencies and/or missing data.
- Any other duties assigned by the Superintendent.

REQUIRED ETHICAL AND PROFESSIONAL ATTRIBUTES AND BEHAVIORS:

- Regular and prompt in attendance.
- Seeks opportunities to improve skills and grow professionally.
- Prepares an annual professional development plan that links professional growth with ESCEO and other assigned goals.
- Attends and actively participates in all required/assigned training sessions, meetings and other responsibilities.
- Provides quality service to both internal and external colleagues and customers.
- Seeks opportunities to participate as a productive member of ESCEO, school district , and other committees and teams
- Generates internal and external support for ESCEO services.
- Represents the ESCEO and its service schools with professionalism at all times.
- Demonstrates at all times integrity and ethical behavior.
- Responds quickly to directions for improvement from supervisors
- Maintains confidentiality in all job related discussions and communications.

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OTHER EXPECTATIONS AND DEMONSTRATED SKILLS AND ABILITIES:

- Reads, analyzes and interprets data and reports.
- Writes reports, correspondence and other appropriate communication.
- Presents information and responds to questions effectively and efficiently.
- Prioritizes task, requirements and expectations in order to perform to a standard of excellence in service.

WORKING CONDITIONS:

Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

- Duties may require bending, crouching, kneeling, reaching, and standing.
- Duties may require lifting, carrying, and moving work-related supplies/equipment, up to 50 pounds.
- Duties may require operating and/or riding in a vehicle.
- Duties may require traveling to meetings and work assignments.
- Duties may require working in proximity to moving mechanical parts.
- Duties may require using a computer keyboard and monitor.
- Duties may require wearing protective clothing and using safety equipment.
- Duties may require working extended hours.
- Potential for exposure to adverse weather conditions and temperature extremes.
- Potential for exposure to air-borne particulates, chemical irritants, combustible materials, electrical hazards, equipment vibrations, noises, and odors.
- Potential for exposure to blood-borne pathogens and communicable diseases.
- Potential for interaction with aggressive, disruptive, and/or unruly individuals.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The information contained in this job description complies with the Americans with Disabilities Act and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals employed in this position as needed and assigned by the Administration. Administrators should communicate additions and changes in this job description in writing to the employee following approval by the Superintendent of the Mahoning Valley Regional Council of Governments (MVRCOG).

The MVRCOG is an Equal Opportunity Employer. The MVRCOG does not discriminate on the basis of race, color, national origin, sex (including sexual orientation and gender identity), disability, age, religion, military status, ancestry, genetic information (collectively, "Protected Classes"), or any other legally protected category, in its programs and activities, including employment opportunities.

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I have read and understand the job requirements, responsibilities, and expectations outlined in the job description. I attest that I am able to perform the essential job functions as outlined with or without any reasonable accommodations.

Signed, _____

Dated ___/___/___