



Job Title: **Client Services Intake Specialist**

Department: **Client Services**

Reports to: **Client Services Program Manager**

FLSA Status: **NON-EXEMPT**

SUMMARY

The Client Services Intake Specialist serves as the first point of contact for clients seeking assistance and plays a key role in delivering compassionate, efficient, and accurate service. This role is responsible for managing the main phone line, processing new client applications, handling inquiries, and supporting various administrative tasks that ensure smooth delivery of services across Target Hunger programs.

This position is ideal for a dependable, organized, and bilingual (English/Spanish) professional with a passion for helping others and the ability to manage high call volumes with care and efficiency.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

- Maintain reliable, consistent, on-site attendance with punctuality to meet department needs.
- Manage Target Hunger's main Client Services phone line, handling a high volume of incoming calls with professionalism and empathy.
- Triage calls and route inquiries to appropriate staff, documenting client concerns and ensuring timely resolutions and follow-up.
- Guide clients through the intake process, assist with distribution-related questions, and provide updates regarding site changes or scheduling.
- Assist in planning, scheduling, and coordinating food distributions, including preparing support documents, reminders, and call lists.
- Learn and follow Texas Department of Agriculture (TDA) and Houston Food Bank (HFB) requirements for The Emergency Food Assistance Program (TEFAP).
- Process clients for Target Hunger services using the Apricot database: verify applications, re-certify existing clients, and enroll new participants per eligibility guidelines.
- Check the Apricot database daily to ensure referrals are sent to the appropriate food pantry.
- Handle a large volume of calls and emails from clients, partners, and internal staff with timely and accurate responses.
- Maintain accurate records in Apricot, Google Sheets, OneDrive, and other internal systems.
- Assist with audits and compliance by maintaining organized documentation per TDA, HFB, and agency standards.
- Attend and represent the agency at community events, including parent nights, health fairs, and partner meetings.
- Support administrative and departmental projects as assigned.
- Assist with food distributions when needed, including intake, setup, and product distribution.
- Comply with department goals, objectives, and procedures.
- Perform other duties as assigned.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- High school diploma or equivalent required.
- Minimum of 2 years of experience in customer service or administrative roles.
- Experience working with underserved populations or in food access programs is a plus.
- Exceptional phone-based customer service experience required.

Computer Skills

- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), Google Workspace, and general office equipment.
- Experience with client tracking databases; knowledge of Apricot Social Solutions is a plus.
- Ability to quickly learn new software and adapt to evolving technology.

Communication Skills

- **Bilingual in English and Spanish is required.**
- Strong verbal and written communication skills.
- Ability to maintain client confidentiality and handle sensitive information professionally.
- Confident in speaking with clients, coworkers, and community partners from diverse backgrounds.

Organizational Skills

- Strong multitasking and time management skills.
- Ability to work independently and as part of a team.
- Calm, patient demeanor when dealing with high volumes or urgent requests.
- Compassionate and service-oriented mindset.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires regular standing, walking, bending, and lifting up to 25 lbs.
- Occasional exposure to outdoor weather conditions during food distributions (hot, humid, or cold weather).

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed in an office setting with standard office conditions.
- Business attire required when interacting with the public.
- Must have reliable transportation, a valid driver's license, and insurance.
- May require occasional flexible scheduling to support evening or weekend community events.

Employee Printed Name

Employee Signature

Date

Supervisor Printed Name

Supervisor Signature

Date