

INTAKE SPECIALIST JOB ANNOUNCEMENT

The San Antonio Education Partnership, a non-profit 501(C)(3) organization, seeks an experienced professional to serve as an Intake Specialist.

The Intake Specialist welcomes persons as they enter the facility and assesses the needs of clientele for a variety of services available. The Intake Specialist works closely with the cafécollege team to provide services to students, collect and manage data for clients and to facilitate presentations as needed. The Intake Specialist works with staff to update and maintain San Antonio Education Partnership (SAEP) client tracking system and assists in development of reports for management as needed. The Intake Specialist consistently demonstrates SAEP core values of communication, integrity, excellence, respect, innovation, and teamwork.

The San Antonio Education Partnership

Since 1989, the underrepresented and underserved students in San Antonio have been given the opportunity and confidence by the San Antonio Education Partnership to experience the dream and success of attending and graduating from college. The goal of SAEP is to close the college graduation gap for San Antonio by having its students graduate from high school, enroll in college, and earn a college degree and/or certificate.

Responsibilities

- Engages parents of students in the college planning process utilizing an informative and proactive approach.
- Assists with cafécollege outreach and marketing efforts as directed.
- Responsible for all data entry and management to include database, member forms, and sign-in sheets.
- Creates and presents status updates/reports to management on a designated ongoing basis using current client tracking software for SAEP.
- Manages high phone call volume and electronic mail from individuals requesting information in a manner that is clear and informative.
- Welcomes and checks people at front desk, conducts cafécollege orientation as needed, serves as public point of contact from front desk.
- Reports directly to Program Manager to keep apprised of all activities and events.
- Works with a mindset of continuous improvement.
- Performs other tasks as directed by Program Manager as necessary.
- Assists Leadership team members as needed.

Qualifications

- Bachelor's Degree from an accredited college or university with major course work in Education, Public Administration, Business Management, or related field. 1 – 3 years experience working in field or related area considered in lieu of degree. Must be actively enrolled in accredited college or university for degree completion
- Bilingual preferred
- Enthusiasm for higher education
- Excellent communication skills, both oral and written
- Excellent organizational skills
- Proficiency in Microsoft Office Suite, experience in Salesforce helpful but not required
- A valid driver's license and an insured personal vehicle

Working Conditions

- This position will require some weekend and evening hours

Physical requirements

- Physical requirements include visual acuity, speech and hearing, hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment
- Subject to sitting, standing, bending, twisting, and/or walking to perform the essential functions

Direct Reports

- none

To Apply

Qualified candidates should forward a letter of interest, a resume, and three references **by December 20, 2021** to:

San Antonio Education Partnership
Attn: Nangie Lowrie, Operations/HR Manager
131 El Paso
San Antonio, TX 78204
nlowrie@saedpartnership.org

Salary: \$13.50-\$15.86/hr + full time benefits to include health, dental, life, vacation leave, sick leave and retirement plan

The San Antonio Education Partnership is an Equal Employment Opportunity Employer