



## **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 people as they enter the facility and assesses clientele's needs for various services available. The Intake Specialist works closely with the cafécollege team to provide services to students, collect and manage client data, and 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 the development of reports for management as needed. The Intake Specialist consistently demonstrates SAEP's 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 including 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 clear and informative manner.
- Welcomes and checks people at the front desk, conducts cafécollege orientation as needed, and serves as the public point of contact from the 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**

- 1- 3 years experience working in field or related area preferred but not required
- Bilingual in Spanish, Vietnamese, Arabic, Chinese, Korean, Tagalog, Gujrati, or Pashto preferred but not required.
- 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
- This is a Tuesday-Saturday in-person position located at 131 El Paso St., San Antonio, Tx.

**Physical requirements**

- Subject to sitting and standing to perform the essential functions

**Direct Reports**

- none

**To Apply**

Qualified candidates should forward a letter of interest, a resume, and three references to:

**San Antonio Education Partnership**  
**Attn: Nangie Lowrie, Operations/HR Manager**  
131 El Paso  
San Antonio, TX 78204  
[nlowrie@saedpartnership.org](mailto:nlowrie@saedpartnership.org)

***Salary: \$15.00 – 19.00/hr + full-time benefits to include health, dental, vision, life, Paid Time Off, holidays, and 401K plan with match***

*The San Antonio Education Partnership is an Equal Employment Opportunity Employer*