WISCONSIN FAMILY TIES

16 North Carroll Street, Suite 230
Madison, Wisconsin 53703

(608) 267-6888 **Toll Free (800) 422-7145** **Fax (608) 267-6801** **www.wifamilyties.org**

JOB ANNOUNCEMENT

Intake Specialist

Wisconsin Family Ties, a statewide nonprofit serving families that include children with mental, emotional or behavioral disorders, is seeking an empathetic, organized self-starter to work as an Intake Specialist. Use your interpersonal / customer service skills as the initial point of contact for families experiencing challenges related to their child's emotional or behavioral health. This is a great opportunity to assist one of the most underserved populations in the state.

Position Description

The Intake Specialist provides the initial interface for individuals seeking information and assistance from Wisconsin Family Ties. The Intake Specialist provides telephone triage, determines caller eligibility for WFT services, assesses caller needs, works with WFT Regional Coordinators to assign eligible cases, directs / refers callers to appropriate services, and tracks WFT cases.

Key Requirements:

- Experience as a parent / caregiver of a child with a mental, emotional or behavioral disorder
- 2-3 years of administrative, clerical or customer service experience in an office environment
- Prior experience working for a nonprofit organization preferred
- Exemplary ability in all aspects of communicating
- Exceptional customer service / interpersonal skills
- Ability to organize / prioritize multiple, concurrent tasks
- Ability to maintain confidential information
- Able to remain sensitive to different family cultures and lifestyles
- Strong computer skills with Microsoft Word, email and data entry; able to navigate the Internet
- Bilingual (English / Spanish) ability preferred

Job Summary

Employer: Wisconsin Family Ties, Inc.
Location: Madison, WI
Industry: Nonprofit human services
Job type: Part time (approximately 25 hrs per week)
Education: High school diploma; associate's or bachelor's degree preferred

Send resume and cover letter with salary history to info@wifamilyties.org. Please indicate the position title in the subject line of your email.