



**American GI Forum
NATIONAL VETERANS OUTREACH PROGRAM, INC.**

611 N. Flores, Suite 200
San Antonio, TX 78205
(210) 223-4088

www.agif-nvop.org

JOB VACANCY ANNOUNCEMENT

(TWC JOB POSTING #_8731192)

Opening Date:	April 03, 2019	Closing Date:	April 12, 2019
Position Title:	Intake Certification Specialist	Annual Salary:	\$29,400.00 annual salary (5% merit increase at successful completion of 6 month probationary period)
Job Location:	San Antonio, Texas		
How to Apply:	Must complete NVOP employment application and via email to Human Resources to dacruz@nvop.org (Must attach resume and official or unofficial transcript).		

JOB DUTIES & RESPONSIBILITIES

The Intake/Certification Specialist is a support position that assists the veterans' families seeking assistance from the organization. This position provides initial information on program services to all applicants, and performs intake procedures to determine eligibility of the applicant, completes targeting criteria point system to determine priority of service, and gathers all certifying documents for verification of eligibility. The Intake/Certification Specialist must also secure the confidentiality of the documents until processed to the Support Services Case Manager. This position is also responsible for assisting the Case Manager in obtaining additional documents, assisting in the processing of support services request forms, and to perform data entry into the organization's Management Information System (MIS), the HMIS & Client Tracking System as may be necessary. This position will also tend to all incoming calls and direct them as necessary, and/or provide general information on the program services. This position requires a person that has a personality that interacts well with a diverse group of clients and staff members, and must perform as a team member in the office. The Intake/Certification Specialist must at all times be sensitive and respectful of the veterans and families served.

JOB DUTIES & RESPONSIBILITIES

A high school diploma or GED with at least four (4) years of work related experience in customer service and general office procedures. Must be able to handle multiple activities, be dependable, self-motivated, work independently and/or as a team player. He/she must have computer skills and a good working knowledge of Word, Excel, Outlook and Access; pleasant demeanor; and excellent verbal and writing communication skills; Must have a current Texas driver's license The candidate must be able to pass a background check, drug test and driving record check. Employer reserves the right to hire the most qualified person if no applicants meet minimum qualifications.

Equal Employment Opportunity Employer