

# Join the team at Tri County Community Action as our Intake Receptionist!

## Description:

Tri County Community Action (TCCA) is seeking a motivated, compassionate, and customer service oriented Intake Specialist / Receptionist to join our agency. This role requires a high degree of professionalism along with the ability to communicate effectively, a willingness to work with a diverse population, and a driving desire to make a difference in the lives of low-income families and individuals throughout our region.

## Responsibilities:

Be the face and the voice of Tri County Community Action: you're on the front lines answering phone calls and assisting clients as they walk in to our office.

Understand all Tri County Community Action programs and services and be able to accurately and effectively communicate how we are helping people and changing lives at Community Action.

Provide basic administrative support for the office.

Answer all incoming calls in a clear, professional manner.

Greet and welcome all incoming guests and visitors in a courteous and professional manner.

Obtain translation assistance for guests and visitors, as needed.

Develop and maintain an active and current resource listing of providers and referral sources for agency and client use.

Coordinate/monitor office supplies and inventory.

Complete intake information for individuals requesting services, assessing their full needs and linking them with appropriate services.

Document all client interactions per agency protocol utilizing agency data management systems.

Maintain all records in a professional and confidential manner.

Maintain a positive, welcoming, and patient demeanor for all who come through our doors.

## Qualifications:

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience. Data entry experience, attention to detail, and proven customer service skills a must. Act 33/34 and FBI clearances (upon offer of hire).

This role offers a starting salary of \$13 per hour plus a generous benefits package.

Principal working location is Tri County Community Action's Perry County Resource Center in New Bloomfield, PA.

## Interested in Joining our Team?

Send us your resume and cover letter, along with either a hard copy portfolio (or a link):

Tri County Community Action c/o Human Resources  
1514 Derry Street, Harrisburg, Pennsylvania 17104  
or via e-mail: [Careers@cactricounty.org](mailto:Careers@cactricounty.org)

