Main Office
405 N. Elm Street, Lumberton, NC 28358
910.277.3500 scapnc.org

Title: CSBG Administrative & Intake Specialist

Status: Non-Exempt

Terms: Permanent Full Time

Department: CSBG

Reports to: Piedmont CSBG Director

Job Summary: Assist the CSBG Director and staff with daily operations of the CSBG department and FESS program. He/She will serve as the initial contact to prospective clients in all service areas and provide a variety of customer service-based client outreach including assisting clients applying for the FESS program and/or making referrals to other agencies. This includes recruiting under the direction of the supervisor and/or Director, meeting with clients to determine eligibility by gaining an understanding of the documentation, procedures and policies required by our state and federal programs. Requires energetic person with planning and organizational skills. Must be able to communicate effectively with clients, staff, and community members. Must be sensitive to the needs of low-income families and committed to the goals and purposes of the Community Services Block Grant and other programs within its umbrella. Position requires tact, ability to manage matters of a confidential nature, minimal to moderate travel, and any other duties as assigned.

Essential Duties and Responsibilities:

- Provide administrative support to program staff, including scheduling meetings, managing calendars, and handling correspondence.
- Maintain accurate and up-to-date records of waitlist to include denials.
- Assist with the preparation of reports,

presentations, and other program materials.
- Coordinate and organize program events, workshops, and training sessions.
- Respond to inquiries from potential participants and the public, providing information and assistance as needed.
- Manage office supplies and equipment, ensuring that resources are available
- Perform data entry and maintain databases related to program activities and outcomes.
- Support the development and implementation of program policies and procedures.
- Collaborate with other team members to ensure effective communication and coordination of program activities.
- Handles general client information on all incoming telephone calls and walk ins.
- Confers with prospective clients to explain the type of services available and program requirements.
- Intake all walk-in clients and make referrals, when necessary, by means of community partnership and NC Care 360 database.
- Enter handwritten applications into program database.
- Requests all needed information to compile a client application.
- Review all FESS documents for completion prior to submitting them to the Success Navigator for income eligibility.
- Data entry of information to the centralized database.
- Travel as required by the department and the agency.

Qualifications:

- High school diploma or equivalent; associate or bachelor's degree preferred.
- Proven experience in an administrative support role, preferably in a non-profit or social services setting.
- Strong organizational and time management skills, with the ability to prioritize tasks and meet deadlines.
- Excellent written and verbal communication skills.
- Proficiency in Microsoft Office Suite (Word,

Excel, PowerPoint, Outlook) and other relevant software.
- Ability to work independently and as part of a team.
- Strong interpersonal skills and a commitment to providing high-quality customer service.
- Knowledge of community resources and social services is a plus.

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