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**Job Title:** Intake Coordinator

**Reports To:** Office Manager

**Location:** HomeShare Vermont Office. South Burlington, VT

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### **Job Summary**

HomeShare Vermont is seeking a friendly, organized, and detail-oriented Intake Coordinator to serve as the welcoming face of our organization. The ideal candidate will support the mission of HomeShare Vermont by creating a positive first impression for visitors and callers, providing excellent administrative support, and helping ensure the smooth daily operation of our homesharing program.

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### **Key Responsibilities**

- **Front Desk Management:**
    - Greet and welcome visitors, clients, and volunteers in a warm and professional manner.
    - Answer and direct incoming calls, emails, and inquiries promptly and accurately.
  - **Administrative Support:**
    - Process incoming applications including running background checks.
    - Perform general office duties, including data entry, filing, photocopying, and scanning.
  - **Client Interaction:**
    - Provide initial information about HomeShare Vermont's services to potential clients.
    - Support the intake process by distributing applications and directing inquiries to appropriate staff.
    - Initiate and receive reference calls regarding applicants.
  - **Office Operations:**
    - Ensure the reception area is clean, organized, and welcoming.
    - Support event planning, special projects and other coordination as needed.
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### **Qualifications**

- **Education & Experience:**
  - High school diploma or equivalent required; associate degree or higher preferred.
  - Prior experience in an administrative or customer service role.

- **Skills:**
    - Strong verbal and written communication skills.
    - Excellent organizational and multitasking abilities.
    - Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and basic office technology.
    - Proficiency in database management.
  - **Attributes:**
    - Friendly, empathetic, and professional demeanor.
    - Ability to remain calm under pressure and handle sensitive situations with discretion.
    - Team-oriented with a proactive approach to problem-solving.
    - Commitment to HomeShare Vermont's mission of promoting affordable housing solutions and community connections.
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### **Work Environment**

- Primarily office-based with standard business hours (Monday through Friday, 8:30 AM – 1:30 PM).
  - Some light physical activity may be required, such as lifting office supplies or setting up for events.
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### **Why Join Us?**

At HomeShare Vermont, we pride ourselves on fostering a collaborative, mission-driven work environment where every team member contributes to making a meaningful difference in the lives of others.

If you're passionate about creating affordable and supportive housing solutions, we invite you to apply!

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### **How to Apply**

Please submit your resume and cover letter detailing your interest in the position to [connor@homesharevermont.org](mailto:connor@homesharevermont.org). Applications will be reviewed on a rolling basis.