



Pro Seniors, Inc.
Full-Time Intake Specialist
www.proseniors.org

Are you a people person? Detail-oriented? Savvy with technology? A quick study? Want to help low-income seniors access legal assistance and other advocacy with a great organization?

Pro Seniors is seeking an **intake specialist** to serve as the first point of contact with our agency, handling all incoming calls and playing an important role in ensuring that low-income seniors have access to high quality legal assistance and other advocacy and empowerment resources. The intake specialist will also interview callers while documenting their need(s) and gathering important information to help us assess our ability to provide services and schedule callers for legal helpline appointments.

About Pro Seniors: Founded in 1975, Pro Seniors is a non-profit organization whose mission is to enhance the independence and quality of life of older adults by empowering them, by protecting their interests and by facilitating their access to resources. Pro Seniors' Legal Team uses the power of law to improve the safety and health, shelter, and economic stability of 6,000+ senior Ohioans annually. Pro Seniors' serves a diverse population of seniors throughout the State of Ohio.

Qualifications/Requirements:

- Commitment to Pro Seniors' mission
- Experience working with low-income individuals and communities
- Associates degree or equivalent; bachelor's degree strongly preferred
- 1+ year of office or customer-service experience, preferably in a legal environment
- Strong organizational and time management skills with strong attention to detail
- Excellent verbal and written communication skills
- Proficiency with Microsoft Office Suite and case management software
- High level of professionalism

Compensation & Benefits: Starting salary is \$40,000. In addition, Pro Seniors offers an exceptional benefits package including health, dental vision, life and disability insurance, a retirement savings plan, and ongoing training and development opportunities.

To Apply: Send a cover letter and resume to: info@proseniors.org, listing "Intake Specialist" in the subject line of the email. Applications will be accepted on a rolling basis until position is filled. Only candidates selected for an interview will be contacted directly.

Pro Seniors, Inc. is an Equal Opportunity Employer and places a high value on diversity in our workplace, including diversity in race, ethnicity, gender, sexual orientation, age, and physical ability. We strive to create an environment welcoming to all individuals.