



Pro Seniors, Inc.

Part-Time Intake Specialist

Part-Time / Non-Exempt / In-Office

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

Pro Seniors is seeking a part-time team member to join our intake group, who serve as the first point of contact with our agency, handling incoming calls and playing an important role in ensuring that low-income older adults have access to high quality legal assistance and other advocacy and empowerment resources. The intake specialist will also interview callers while documenting their needs 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 help older Ohioans prevent and resolve legal and long-term care problems and fight Medicare fraud. Pro Seniors' Legal Team uses the power of law to improve the safety and health, shelter, and economic stability of 9,700+ older Ohioans annually. Pro Seniors' serves a diverse population of older adults throughout the State of Ohio.

Qualifications/Requirements:

- Excellent communication and client-service skills
- Ability to manage a high daily call volume
- Ability to communicate with all members of our community, including those in crisis or experiencing trauma
- Commitment to empathy, respect, and professionalism
- Ability to capture information accurately while conducting a telephone or in-person interview
- Excellent organizational and time management skills
- Ability to work effectively as a member of a team
- Ability to respond well to supervision and feedback
- Keyboard and computer competency (Microsoft Outlook and Word, in particular)
- Database experience a plus
- Fluency in Spanish a plus

Hours: Monday and Tuesday, 8:30 a.m. to 4 p.m. and Wednesday, 1-4 p.m.

Compensation: \$25/hour

To Apply: Send resume to: info@proseniors.org, listing "Intake Specialist" in the subject line of the email. Applications will be accepted on a rolling basis until the position is filled. Only candidates selected for an interview will be contacted directly. *Pro Seniors is an Equal Opportunity Employer and values diversity in the workplace.*