



chhaya CDC

Sustaining Homes
Strengthening Communities

Position Available: Intake Specialist

Chhaya seeks an energetic intake specialist to be part of its dynamic program team. The intake specialist will be one of the critical front-line staff, helping South Asian and other immigrant clients in navigating and selecting the appropriate housing counseling program at Chhaya. *Candidate will receive necessary trainings.* This is an exciting opportunity for a highly motivated, organized individual who wants to make a difference in peoples' lives, able to multi-task and prioritize to achieve effective results.

Responsibilities:

- Handle calls from clients, conduct triage, and schedule appointments with appropriate staff;
- Conduct one-on-one intake counseling sessions with tenants, prospective homebuyers, at-risk homeowners and other clients;
- Enter client data and provide over all assistance with managing a housing counseling data base;
- Create, maintain and update client files (electronic and hard copy files);
- Conduct relevant research for client cases;
- Schedule clients for counseling sessions and workshops;
- Present workshops and information sessions
- Assist with the preparation of monthly as well as other counseling reports;
- Assist with other program related tasks and projects, as necessary;

Qualifications:

- Multilingual in English, Bangla, Hindi, Nepali, Punjabi or Urdu;
- Excellent customer service skills;
- Strong interpersonal and communications skills;
- High level of organization and attention to details;
- Excellent computer skills;
- Strong interest in immigrant and financial justice issues;
- Commitment to Chhaya's mission, and to providing exemplary service to clients;
- Experience in or familiarity with housing counseling, financial services and case management is desirable, but not mandatory.

Schedule:

This is a full time position, 40 hours per week. The intake specialist must be available to work flexible hours (evening and weekends). Minimal travel will be required for trainings and events. Anticipated start date is the third week of November 2011.

Compensation: Competitive salary commensurate with experience plus excellent benefits including, medical and dental benefits, 403b option, *TransitChek* and generous vacation and holidays.

Reports to: Chhaya's Homeownership Program Manager.

How to Apply: Send a resume, a thoughtful cover letter and list of references to Homeownership Program Manager Mamta Gurung, at Careers@chhayacdc.org. For more information on Chhaya, please visit our website: www.chhayacdc.org. *No phone calls please.*

Based in Jackson Heights, Queens, New York - Chhaya CDC is a community organization that organizes, educates and offers one-on-one counseling to South Asians, new immigrants, and New York City residents in the areas of housing rights and civic participation. Our work encompasses issues of tenant rights, homeownership, foreclosure prevention, housing rights, civic engagement, and affordable housing opportunities; and advocates for community needs through research and advocacy. Our programs are offered in Bengali, English, Hindi, Nepali, Punjabi, and Urdu out of our offices in northwestern Queens as well as in public venues such as public libraries and local area community centers throughout the borough.

Chhaya CDC is an equal opportunity employer.