



Keeping people in their homes and community, since 1977!

Position Title: Intake Coordinator

Job Type: Full-Time

Salary: \$50,000, good benefits package

Description:

Good Old Lower East Side (GOLES) is a community-based, membership organization that has been dedicated to keeping people in their homes and community since 1977. GOLES works to build the power of low-income residents of the Lower East Side through organizing campaigns; community education; coalition-building; individual counseling; and community driven research.

GOLES seeks an energetic, empathetic, and organized individual to join our direct service office as a full-time Intake Coordinator. The position's core functions are to: manage the organization's client intake process and pre-screen clients as they arrive; provide basic housing counseling and help clients complete housing-related forms and applications; and provide administrative support to GOLES's direct services team.

Core Responsibilities:

- Welcoming and pre-screening clients and quickly assessing if they qualify for services.
- Managing the reception area to ensure smooth client flow and prompt assistance.
- Answering phones, email inquiries and other forms of communication and direct to staff as needed.
- Providing basic housing counseling and guidance to tenants.
- Maintaining and updating client and case files (both in paper and in Salesforce).
- Ordering supplies and communicating with vendors, suppliers, and service providers.
- Coordinate all functions related to the monthly legal consultation clinics to meet contractual quotas.
- Supporting counselors with: data entry and management; appointment scheduling; creating zoom meetings; preparing for workshops; creating event materials, and other aspects of their work.
- Other duties and projects as assigned by GOLES' Assistant Director.

Qualifications:

- Bilingual in Spanish, or have advanced spoken-Spanish proficiency (Required).
- Committed to social, racial, and economic justice.
- Have a basic understanding of, or interest in, NYC housing issues and laws.
- Experience in customer service in a fast-paced office setting.
- Possess excellent organizational and interpersonal skills.



Keeping People in their Homes + Community

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- Strong written and verbal communication skills.
- Ability to handle challenging situations in a professional and courteous manner.
- Be able to occasionally work evenings and weekends.

Candidates should email a resume and a cover letter detailing their interest and qualifications to info@goles.org. Due to the high volume of applications, only candidates considered for further consideration will be contacted. Goles is an equal opportunity employer.