

Position Summary

Title:	Intake Specialist
Full-Time/Part-Time:	Full-Time (Grant Funded)
Division:	Operations
Exempt/Non-Exempt:	Non-Exempt
Date:	8/20/2026
Application Due Date:	8/31/2026

County Corp., a private, not-for-profit corporation, is seeking strong candidates for an Intake Specialist position to assist with operations of its Housing and Homeownership programs. The Intake Specialist will increase our capacity to process applications for home repair assistance programs and coordinate housing counseling appointments.

Purpose:

Increase capacity for lead management, application intake, client data tracking, reporting and invoicing. This position will be used to aid with federal, state and local grants and contracts through the Ohio Department of Development (ODOD), Montgomery County, City of Dayton, and the US Department of Housing and Urban Development (HUD).

Dimensions of the Position:

- Initial contact at the front desk for all incoming calls to County Corp's general phone number. Initial contact for visitors walking into the office. Communicate professionally with clients with dignity using the technology they prefer (phone, email, in-person) providing excellent customer service.
- Respond to online applications, client emails and program inquiries (via phone, email or website).
- Provide program specific information to potential applicants and clients
- Manage application intake and collect required documents for local, state and federally funded programs.
- Track all client data in the appropriate client management system for internal and external tracking, including documenting client payments.
- Conduct follow-up with clients to complete application requirements for assistance or to schedule with a housing counselor.
- Document files per program requirements and complete timely file management duties.
- Schedule in-person or phone appointments for housing counselors/project managers, including coordinating with interpreters, as needed.
- Create and maintain word and excel files as needed.
- Other activities:
 - Communicate with program partners, lenders, and funders as needed;
 - Project coordination; and
 - Assist with other programs as needed.

Organizational Chart

This position reports to the Vice President of Operations. Daily tasks will generally be assigned from the Housing and Homeownership departments.

Key Responsibilities

Intake Management: Respond to inquiries, including in-person, explain program requirements, provide appropriate referrals	30%
Application Management: Assist clients with applications for assistance or housing counseling intake, collect required documentation, submit completed applications or housing counseling intakes to appropriate staff	40%
Perform income verifications for all applicants to CC Housing programs.	30%

SKILLS/KNOWLEDGE

Excellent oral and written communication	Problem solving skills
Logically organize work, files, and large quantity of electronic and paper documents	Ability to switch between administrative tasks throughout the day
Professional with excellent customer service	Self-motivated

TECHNICAL/PROFESSIONAL QUALIFICATIONS

Excellent Computer Skills	Proficient with Microsoft Office Suite
Proficient math and finance skills	Organizational Skills

This job requires the ability to work independently and to understand complex program regulations. Excellent interpersonal skills and the ability to clearly explain programs to clients are essential. Problem solving, mathematical skills, verbal and written communication skills, logical thinking and sequencing are critical to successful performance. Pay range \$21-\$24/hour, based on experience. Position includes a competitive benefits package. The position is office-based.