



**Partners in Housing  
Announcement of Open Position**

**Intake and Referral Services Manager**

**Posted: September 10, 2020**

**Salary: \$38,000- \$40,000 + Benefits Package**

**Classification:** Regular, Full Time (40 hours), Exempt

**Deadline:** Open until filled

**Website:** [www.partnersinhousing.org](http://www.partnersinhousing.org)

**Position Summary:**

Seeking a motivated and diligent Intake and Referral Services Manager to join our team! Under the general direction of the Family Services Director, this position will work to improve the efficiency of the intake process and increase the probability of selecting families for the Partners in Housing program, assist prospective Partners with applications, including assisting with language barriers and providing overall management for the intake process, foster a welcoming atmosphere for those calling or visiting Partners in Housing by identifying each person's specific needs and seeing that those needs are met, either by direct service or by referring them to the appropriate resource.

**Principle Responsibilities:**

Full job description details and application are available at [www.partnersinhousing.org/employment](http://www.partnersinhousing.org/employment)

**Education/Experience:**

- Bachelor's degree.
- Two years of experience in a business setting.
- Experience with Apricot client data system or another client database preferred.
- Experience with crisis intervention and practice with de-escalation techniques.
- Strong ability to operate a computer using Microsoft products.
- Bilingual Spanish/English preferred.
- Knowledge of Colorado Springs social service agencies a plus.
- Knowledge and willingness to learn the dynamics of homelessness.
- Excellent verbal communication skills and the ability to relate well with a variety of people.
- Strong telephone skills.
- Ability to organize diverse tasks in a busy office.
- Ability to be courteous and calm and maintain a positive outlook under pressure.
- Ability to exhibit sensitivity to and serve those with difficult and unusual requests and situations.
- Ability to be flexible.
- Ability to access information regarding other community resources.
- Basic clerical and office skills.
- Basic mathematical knowledge and skills.
- Sensitivity to cultural differences.
- Ability to work in a team setting.
- Must be able to pass drug screen.
- Must be able to meet and receive a criminal records clearance.

**Submit a cover letter, resume, and an employment application (available online at [www.partnersinhousing.org/employment](http://www.partnersinhousing.org/employment)) to [jbirchmeier@partnersinhousing.org](mailto:jbirchmeier@partnersinhousing.org) or mail to Attn: Jillian Birchmeier, Partners in Housing, 455 Gold Pass Heights, Colorado Springs, CO 80906.**

PIH is a drug free workplace and equal opportunity employer. It is the policy of PIH to staff positions with the best qualified people regardless of race, color, national origin, age, gender, disability, or veteran status. In addition, policies that affect employees will be carried out without regard for these factors. Although each individual has a different potential, we all do better when we have an equal opportunity to succeed.