



Bellevue LifeSpring
Family Support Administrator (Intake)
Full-Time Position Available
Bilingual - Spanish and English Required
\$26.00-\$28.00/hour DOE

Bellevue LifeSpring is looking for a detail-oriented, organized individual who is collaborative and enjoys working with a team. Must be passionate about our mission to support children in need in the Bellevue community, be able to stay calm under pressure, and enjoy working with a wide range of personality types.

The Family Support Administrator, focusing on client intake, is the first point of contact for families we support. As one of the members of a close-knit team, each day will present new challenges, and your individual input will be valued and appreciated. You will report to the Programs Director and work on our Family Support Administration team, in addition to the Bellevue LifeSpring team.

Your responsibilities will include providing high-quality customer service (in English and Spanish), connecting clients with community resources to meet their needs, managing rent support applications to ensure eligibility for our programs, tracking applications, performing data entry and database navigation, running reports, and referring applications to a Family Support Administrator. You will also work at the Bellevue Family Hub Resource Centers for a minimum of 2 days a week, greeting families and checking them in for assistance. If you enjoy working in a fast-paced environment on diverse projects, you'll fit right in with our team.

Responsibilities

- Provide information regarding programs and explain requirements for services during phone inquiries.
- Screen clients for eligibility.
- Conduct preliminary assessment interviews over the phone for families requesting assistance.
- Work with landlords to get the necessary documentation and paperwork needed to provide assistance.
- Refer clients to appropriate Social Service Agencies and exchange pertinent information with these agencies.
- Complete client intake forms and keep appropriate records of assistance provided.
- Participate in projects as and when needed.
- Ability to arrive at meetings and events at various Bellevue locations, on time and prepared to work.
- Ability to work occasional evening, weekday, and weekend hours is required for educational workshops and special events.
- Participate in projects as and when needed.
- Other duties as assigned.

Preferred Qualifications

- 2-3 years of experience with increasing responsibility in operations, administrative, or office management.
- High level of proficiency with the MS Office suite and Excel.
- Ability to adopt and use new technology tools (i.e., database, SharePoint, Zoom, etc.).
- Excellent customer service skills, including phone, written, and verbal communication skills in English and Spanish.
- Exceptional organizational skills, attention to detail, ability to prioritize and manage multiple projects simultaneously.
- Demonstrated customer service mentality and ability to maintain composure under pressure.
- Ability to work independently and as part of a team.
- Speaking and writing fluently in Spanish is a requirement.

What We Offer

- Hybrid work schedule
- Full-time, hourly position with eligibility for overtime during events
- \$26.00-\$28.00/hour DOE
- Health, dental, and vision benefits at no cost
- 12 paid holidays, 19 days of accrued PTO/sick leave

About Us

Bellevue LifeSpring provides support for children living in poverty in Bellevue with food, clothing, and emergency assistance. We are managed by a Board of Directors and supported by hundreds of energetic and committed volunteers.

Bellevue LifeSpring is committed to a diverse and inclusive workplace. Bellevue LifeSpring is an equal opportunity employer and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status. For individuals with disabilities who would like to request a reasonable accommodation, please email Info@BellevueLifeSpring.org.

This job description is not a contract of employment. Employment with Bellevue LifeSpring is at will. Bellevue LifeSpring reserves the right to change, add or remove any duty or qualification listed here at any time with or without notice.

Sound interesting? To apply to join our team submit a cover letter and resume to Rahima@BellevueLifeSpring.org. A cover letter is required to be considered for this position. Please include the position title in the subject line.