

INTAKE COORDINATOR

The Intake Coordinator reports directly to the Director of Entrepreneurial Readiness and will be working in the front line of Virginia Workforce Innovation and Entrepreneurship Center (VWIEC) responsible for the coordination and supervision of all program applicants from start to completion of their programs.

This is a grant-funded position. Continuation of the position is contingent upon the continuation of related grant funding.

The Intake Coordinator provides support and coordination for program participants in VWIEC's Intake process and manages participant data in Salesforce. As a member of Entrepreneurial Readiness Team, he/she will be working under the supervision of the Director of Entrepreneurial Readiness.

The VWIEC Intake process is an integral part of identifying which services can effectively meet the needs of all program participants, and it includes the first step in achieving the mission, vision and goals of the Center. With support from other team members, the Intake Coordinator reviews applications, interviews applicants, requests additional information as needed, and recommends appropriate steps to follow. The Intake Coordinator will serve as the primary contact for the participants. This person will update the Individual Business Pathway Plans (IBPP) and meet with assigned participants to assess the participant's needs and assist with supplying the information needed to create their Business Plans. The Intake Coordinators will work in conjunction with the Directors to assist the participants holistically.

Job Duties:

- Assist callers interested in the services at VWIEC to explain Intake process, programs provided, and necessary information needed to complete online application.
- Employ interpersonal skills, cultural competency/sensitivity, tactful language and empathetic interviewing skills to build rapport and maintain trust with applicants of varied backgrounds.
- Communicate with applicants during and after the application completion to meet their needs.
- Maintain accurate records and documentation of all activities related to applicants' inquiries, phone calls and emails for further follow ups.
- Document all interactions into the database (Salesforce), review/ communicate information with a supervisor and the team accordingly, and utilize the computer database system for course completion.
- Maintain collaborative team relationships with peers and coworker, effectively contribute to the working group's achievement of goals, and foster a positive work environment.
- Facilitate and participate in weekly/bi-weekly meetings and/or conferences to discuss and review complex cases in need of future scheduling.
- Assist with mentoring students on educational and programming opportunities, including academic options, conferences, competitions, and about the importance of innovation and entrepreneurial excellence through diversity.
- Notify participant of eligibility and conduct Business Plan Selection meeting to include tutorial of software navigation.
- Conduct a needs assessment to determine training requirements including industry tracks and update VWIEC's CRM accordingly.
- Complete other job duties as assigned or necessary.

Qualifications:

- Experience conducting telephone-based or in-person interviews, data collection and data entry is highly preferred.
- Ability to handle a high volume of calls and can multi-task across various channels to meet client needs.
- Manage multiple cases through prioritization; prompt action and attention to detail in documentation and data management are required.
- Critical thinking and problem-solving skills. Ability to use sound judgment in responding to issues and concerns.
- Intermediate to advanced computer experience (Web-based software programs, typing, and using multiple software to complete tasks, ie. CRM)
- Excellent time management skills (organization, prioritization, multitasking).
- Demonstrated ability to work independently, prioritizing work and balancing multiple tasks concurrently.

- Demonstrated accountability for innovation and entrepreneurship outcomes.
- Motivated, someone who is not afraid to take initiative on tasks that are outside the scope of the role and who has a go-getter mentality.
- The candidate should provide evidence of successfully collaborating with diverse students, faculty, communities, and governmental (local, state and federal) agencies.

Requirements:

- High School diploma or GED required, preferably Associate or Bachelor degree and full-time equivalent of two years' administrative or customer service experience.
- Prior work experience in higher education and/or professional experience, including two years of first-person experience in startups or small business.

To Apply:

Please submit a cover letter, resume, and a completed Application for Educational Support Staff Employment either via email at HROFFICE@hamptonu.edu or fax to (757) 727-5969:

Office of Human Resources
Hampton University
Hampton, VA 23668

***No phone calls*

***Incomplete applications will not be considered*

Forms:

Visit [Human Resources – Hampton University Human Resources](#) to retrieve the educational support staff employment application and other supplemental application materials.