



Job Description

Job Title	Intake/Receptionist
Program / Dept.	Front Office – Reception & Intake
Reports To	Director of Community Services
Location	Island Senior Resources, Oak Harbor, WA 98277
FLSA Status	Non-exempt
Wage	\$23.33-\$25.25 DOE
Schedule	Part-time, 20 hours/week, Monday–Friday (hours TBD)
Benefits	12 Paid Holidays, Vacation & Sick Leave, Life Insurance, Public Service Loan Forgiveness Eligibility, Employee Assistance Program

TO APPLY

Send your application and cover letter to:
reception@islandseniorservices.org with ‘*Case Aide*’ in subject line.

Applications can be printed from our employment page:

<https://senior-resources.org/about/employment/>.

Open until filled.

Position Summary

The Intake/Receptionist is Island Senior Resource’s frontline point of contact in the Oak Harbor office. Working with the Reception Team, this position is responsible for greeting clients and visitors, answering calls and emails, and helping people find the right service or resource. Documents client information in databases. Provides administrative support to all programs and backup coverage for the Case Aide when needed. Primarily works out of the Oak Harbor office with some duties in the Langley office as needed.

Essential Duties

Reception & Customer Service

- Greet and assist clients, staff, and community members in person, by phone, and by email.
- Screen and triage requests; route to the appropriate staff member, program, or resources.
- Help clients complete intake documents, schedule appointments across programs, and explain available services.
- Coordinate scheduling for classes, support groups, and activities.
- Partner with the intake/reception team across the organization.

Records & Office Support

- Document client and community contacts in database systems; maintain and update resource library.
- Provide clerical support: correspondence, mailings, incoming mail/fax processing.
- Facilitate drop-off/pick-up of donated medical equipment as needed.
- Other duties as assigned.

Cross-Coverage

- Provide backup support to the Case Aide role during absences or peak demand: basic client/provider inquiries, data entry, and file maintenance.

Qualifications

Required (any one)

- Two years of college level courses in a relevant field; AND one year experience in social services and/or in administrative support staff function; OR
- Equivalent combination of education and experience.

Preferred

- Bachelor's degree in social services or related field AND one year of experience in social services and/or in administrative support staff function.
- Experience serving older adults and/or people with disabilities.
- Bilingual.

Knowledge, Skills & Abilities

- Strong customer service, oral, and written communication skills.
- Able to manage multiple tasks and frequent interruptions; strong organizational skills.
- Proficient with standard office equipment and software (MS Office, Teams, SharePoint, databases); quick to learn new systems.
- Able to de-escalate difficult situations and maintain confidentiality (HIPAA and agency policy).
- Sound judgment, patience, and cultural competency with a diverse client base.
- Able to work independently and as part of a team.

Special Requirements

- Ability to pass a background check.

Working Conditions & Physical Requirements

Office environment. Assigned to Oak Harbor office location with occasional duties at the Langley office. Requires mobility for office equipment use and lifting up to 30 lbs. Must be able to hear and communicate to perform essential functions. Occasional hours beyond the standard schedule may be needed for events or meetings.