



Program Intake Specialist

The Elizabeth Dole Foundation (EDF) is the nation's preeminent organization empowering, supporting, and honoring America's 14.3 million military caregivers—the spouses, parents, family members, and friends who care for our nation's wounded, ill, or injured veterans. Founded in 2012, EDF takes a comprehensive approach in its advocacy, working with leaders in the public, private, nonprofit and faith communities to recognize military caregivers' service and promote their well-being. Its mission and goal is to empower military and veteran caregivers, their families, and their communities through programs, partnerships, and advocacy that drive innovation and sustainable solutions.

POSITION PURPOSE

The Program Intake Specialist serves as the first point of contact for Caregivers and their families seeking the support and resources of the Elizabeth Dole Foundation. The Specialist gathers information and guides prospective beneficiaries through the initial steps of engagement to get Caregivers to the right resources. This role is pivotal to expanding EDF's impact by proficiently and professionally welcoming Caregivers and initiating their EDF connection.

This position must be in the Washington, DC area and work primarily in the D.C. office. Interested applicants should send a resume and cover letter to apply@elizabethdolefoundation.org.

PRIMARY RESPONSIBILITIES

The following list of duties is not exhaustive. EDF may also outline additional responsibilities that are not included in this job description.

- Monitor and field inquiries incoming to EDF via phone, mail and all electronic correspondence
- Collect information, complete intake forms, and maintain accurate records from new and prospective EDF stakeholders
- Evaluate individual needs and guide individuals to the appropriate resources
- Enter stakeholder information in Salesforce-based software to track demographics, requests, case notes, resource provision, and follow-up
- Provide clear explanations of EDF programs and relevant procedures, addressing questions and concerns
- Maintain ongoing and follow-up communication, as appropriate
- Work across EDF teams to functionally support the Programs department within the organization.
- Maintain expertise by attending trainings, conferences, and educational opportunities to enhance job-related skills
- May be required to work occasional nights and weekends
- Other duties as assigned

EDUCATION, EXPERIENCE & SKILLS:

- Bachelor's degree in psychology, sociology, social work, education, public health or other related field, with previous experience in a professional office setting preferred



- Strong attention to detail, ensuring accuracy in data collection and documentation
- Ability to understand, be sensitive to, and empathize with caregivers, families, and other EDF stakeholders
- Strong written and oral communication skills
- Ability to develop trust and maintain confidentiality
- Strong interpersonal, advocacy, and analytical skills
- Ability to work in a fast-paced environment and meet tight deadlines.
- Strong literacy in Microsoft Office, Outlook, Excel; knowledge of CRM databases (previous experience with Salesforce a plus)
- Reliable and dependable.

KEY COMPETENCIES

- **Teamwork:** Contributes to a positive team spirit; builds morale and group commitment to goals; supports colleagues' success
- **Conflict Resolution:** Encourages open communication; manages difficult situations objectively; uses negotiation skills effectively
- **Customer Focus:** Promotes client-centered service; monitors satisfaction; develops new approaches to meet client needs; maintains professionalism and focus during client interactions
- **Confidentiality:** Protects clients' sensitive, private, and health information; ensures privacy during calls, web meetings, and documentation
- **Problem Solving:** Identifies and resolves problems promptly; analyzes information skillfully; develops and evaluates solutions collaboratively
- **Ethics:** Treats others with respect; keeps commitments; inspires trust; works with integrity; upholds organizational values

COMPENSATION AND BENEFITS

EDF's compensation strategy is based on equity and transparency. When determining salary offers, the candidate's directly applicable experience will be taken into consideration as well as internal equity within the range. The is a full-time, non-exempt position working 40 hours per week from the Washington, DC office. The starting pay range is between \$21.63 and 24.03 per hour.

Benefits offered include generous company contributions towards medical insurance, company-paid dental and vision insurance, company-paid life insurance and short- and long-term disability, paid time off including paid holidays and paid parental leave. We also offer a retirement plan with an automatic company match, and the option to contribute towards a Flexible Savings Account for eligible medical, dependent care, parking and transit expenses.

The Elizabeth Dole Foundation provides equal employment opportunity to all employees and applicants for employment. We prohibit discrimination and harassment of any type without regard to race, color, genetic information, religion, creed, national origin, sex (including pregnancy, childbirth, or related medical conditions), age, marital status, citizenship status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, disability status, protected veteran status, or any other characteristic protected under applicable federal, state, or local law.