



Job Description

Job Title:	Document Collection Specialist
Reports To:	Intake & Placement Manager
FLSA Classification:	Part time Position

Last updated: 4/10/2023

ABOUT CAPITAL IDEA

Capital IDEA is an Austin-based nonprofit dedicated to lifting working adults out of poverty and into living wage careers through education. Partnering with Austin Community College, we provide a range of services designed to help low-income adult students succeed in school and enter high-paying, in-demand jobs. Since our founding in 1998, over 2,000 Central Texans have completed the program and moved their families out of poverty.

ABOUT THE POSITION: DOCUMENT COLLECTION SPECIALIST

If you enjoy speaking with people and can turn a regular conversation into a commitment to complete the application process, we might have the perfect job for you. As a Document Collection Specialist, you make outgoing calls and work with Capital IDEA applicants to motivate and encourage them to submit the required documents in order to complete their application. A Document Collection Specialist must be passionate about our mission and vision, and what our program has to offer. This excitement must come through on every call to guarantee a good experience for applicants with an end result of more of them wanting to continue the application process.

QUALIFICATIONS

- High school diploma or its equivalent
- Bilingual, Spanish preferred.
- Attention to Detail
- Multitasking Ability
- Organizational Skills
- Excellent interpersonal and communication skills.
- Friendly, enthusiastic, and positive attitude.
- Prior telephone experience preferred.
- Experience in Microsoft Office Suite, Windows applications, internet, and email
- Able to pass a background check and drug screening.

Job Responsibilities

- Work and guide applicants in the collection and submission of the required application documents and to help them with the application process.

- Advise applicants by answering questions and addressing concerns about Capital IDEA's program.
- Update the Capital IDEA database with new information after each call.
- Follow Capital IDEA's standards to maintain quality service and guarantee the applicant receives exceptional service.

This is a part time position working 15-20 hours a week.

Salary: \$25.00 an hour

Benefits provided: Phone allowance, annual leave, personal leave, holiday leave, and hybrid flex schedule.

Email resume to Larry Cummings at jobs@capitalidea.org.