

# JOB DESCRIPTION: INTAKE COORDINATOR

**Classification:** Full Time Exempt

**Location:** Hybrid - Detroit, MI

**Reports to:** Director of Organizational Impact & Analysis

**Date:** May 20, 2025

## About Michigan Community Resources:

Michigan Community Resources (MCR) is a statewide nonprofit organization that seeks to build strong communities through strong organizations, strong leaders, and a strong nonprofit network. Since 1998, we have equipped nonprofit organizations serving income-diverse communities with the tools, resources, training, and consulting they need to do their best work. We support nonprofit and grassroots organizations with capacity building services, tailored cohort experiences, and legal guidance.

## Joining the MCR Team:

We are lawyers, community organizers, artists, writers, activists, advocates, people connectors, and more who share a fierce passion for Detroit and Michigan. We bring experience from across the globe to serve our clients. We value a positive internal team culture that is supportive and encouraging. We promote a healthy work life balance that supports our team members in centering life outside of work. We welcome energetic and innovative thought leaders to apply.

## Purpose of the Role:

The Intake Coordinator is a key member of MCR, acting as the first point of contact for potential clients seeking legal and capacity building support and guidance. This position is responsible for managing the client intake process, ensuring timely and accurate response to client inquiries and connecting inquiring organizations to the appropriate services and resources. By maintaining a deep understanding of Michigan's nonprofit ecosystem and leveraging MCR's internal programs, the Intake Coordinator plays a pivotal role in supporting MCR's mission of advancing the missions of nonprofit organizations. This role requires a combination of strong communication, organizational and time management, and problem-solving skills to effectively manage client needs, maintain accurate internal records, and support program goals and evaluation efforts.

The Intake Coordinator contributes to MCR's broader impact by staying informed of emerging trends and resources in the nonprofit sector, assisting with outreach, and helping implement data policies to improve client services. This position provides an exciting opportunity to engage with diverse communities, collaborate with nonprofit leaders, and ensure equitable access to resources for organizations and community leaders working to create lasting change.

The ideal candidate shares MCR's values of community rootedness, trust, equity, strength, and service.

## Specific Responsibilities Include:

### *Intake Management*

- Manage the general client intake process, including form submissions, email, and phone inquiries.
- Support and direct clients to appropriate internal or external resources based on needs shared, including scheduling and meeting administration and follow-up.

- Maintain a welcoming and responsive approach to client communication, ensuring a high level of customer service.
- Serve as a liaison between clients and MCR staff to ensure seamless transitions between intake and program participation. Maintaining open communication with the Legal and Resource Navigation teams to best meet client needs.
- Work closely with the Legal Team to ensure an accurate transition of client information into the appropriate database and give the client a smooth process to access legal services.

#### *Resource Coordination*

- Stay up to date on resources, services, and partnerships within Michigan's nonprofit ecosystem.
- Develop and maintain a robust understanding and database of available local, state, and national nonprofit resources to connect clients to the most accurate and relevant information.
- Stay informed about emerging trends and challenges in the nonprofit sector, especially those affecting low-income communities.

#### *Data Management*

- Maintain and update client and program data in HubSpot and Airtable CRMs (customer relationship management).
- Support evaluation efforts by collecting and entering survey data.
- Help establish, document, and implement data policies related to ensuring consistency and compliance.
- Assist in analyzing intake trends, client demographics, and referral outcomes to support program evaluation.
- Assist in identifying gaps in MCR's service offerings based on client feedback and unmet needs.

#### *Additional Responsibilities*

- Assist with outreach efforts to promote MCR programs and services in the community.
- Build and maintain relationships with community partners to enhance service delivery and strengthen referral pathways to improve client outcomes.
- Collaborate with internal teams to improve the efficiency and effectiveness of intake and referral processes.

#### **Skill Requirements:**

- Enthusiasm for MCR's mission to serve nonprofits and income-diverse communities
- Strong interpersonal skills, with the ability to engage compassionately and professionally with clients and pro bono attorneys from diverse backgrounds
- Familiarity with (or a passion to learn about) Michigan's nonprofit sector and community resources
- Familiarity with (or a passion to learn about) legal issues faced by nonprofit organizations
- Experience with data entry and client relationship management software (HubSpot and Airtable experience is a plus)
- Highly organized, detail-oriented, and capable of managing multiple priorities
- Ability to work independently and as part of a team
- Strong problem-solving and critical-thinking skills
- Excellent written and verbal communication skills

#### **Preferred but not required qualifications:**

- Bachelor's Degree
- Experience in intake, client services, or similar roles
- Ability to work flexible hours, including limited evenings and/or weekends

- Ability to work a hybrid schedule, with in-person days and events typically located in Detroit, MI

### **Salary & Benefits**

**Salary Range:** \$50,000-\$60,000 according to qualifications and experience

We are extraordinarily proud of the benefits package that we offer our employees. Paid time off includes generous vacation and sick leave, company holidays, and regular Mental Health Fridays. We have competitive health, dental, and vision benefits, and an employer-sponsored 403(b) retirement plan.

### **Equal Opportunity Employer:**

Michigan Community Resources is an equal opportunity employer.

### **How to Apply:**

Interested persons can apply [here](#):

<https://michigan-community-resources.breezy.hr/p/3eff67b71671-intake-coordinator>