



### **Overview of the Organization:**

Chhaya is the only South Asian and Indo-Caribbean Community Development Corporation (CDC) in the nation. Chhaya builds equitable and thriving neighborhoods by fostering the self-determination, housing stability, and economic well-being of South Asian and Indo-Caribbean communities across New York City. Since our founding in 2000, Chhaya has helped prevent hundreds of foreclosures; assisted first-time homebuyers in obtaining thousands of dollars in down-payment assistance, led the basement legalization campaign in New York City, provided individuals with key immigration services, empowered families with financial management tools and skills, and fostered the civic engagement of thousands of South Asian and Indo-Caribbean New Yorkers. As a leader in New York City's housing and economic justice sector, Chhaya is poised for significant organizational growth and development. Our main office is in Jackson Heights and we have a second location in Richmond Hill - two neighborhoods in Queens with vibrant South Asian and Indo-Caribbean communities.

### **Position Summary:**

Chhaya seeks an energetic and passionate Intake and Data Specialist to be part of its dynamic Homeownership program team. The Intake and Data Specialist will play a critical role in supporting Chhaya's efforts to assist low- to moderate-income individuals and families. This position is responsible for managing the intake process for clients seeking housing counseling services, as well as ensuring accurate and timely data entry and management of client information. Candidates will receive training on the intake process. The role requires a high level of attention to detail, organizational skills, and the ability to interact compassionately with clients.

### **Key Responsibilities:**

- Conduct initial intake interviews with clients, gathering essential information and documents regarding their housing needs, financial situation, and eligibility for services.
- Explain the agency's services, programs, and processes to clients, ensuring they understand the steps involved.
- Schedule appointments for housing counseling sessions and maintain the appointment calendar.
- Assist clients with completing necessary forms and documentation.
- Provide clients with referrals to other community resources as needed.
- Enter client information into the agency's database with accuracy and attention to detail.
- Maintain up-to-date and organized client records, ensuring confidentiality and compliance with agency policies.
- Track client progress through the counseling process and update records accordingly.
- Ensure all client files are complete and compliant with program requirements and funding guidelines.
- Assist with the preparation of reports for grant compliance, audits, and other regulatory needs.
- Participate in regular team meetings and contribute to continuous improvement efforts in data management and client services.



- Work closely with housing counselors and other staff to coordinate services and ensure a seamless experience for clients.
- Assist with the planning and execution of workshops, including outreach, logistics, coordination, and participant engagement.
- Conduct outreach to engage and build relationships with community members, organizations, and stakeholders to promote programs and services.
- Participate in other Chhaya events as necessary.

#### **Qualifications:**

- Multilingual in English, Tibetan, Bangla, Hindi, Nepali, Punjabi or Urdu;
  - Excellent data entry and management abilities.
  - Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and Google Drive
  - At least two years of administrative or other office-related work;
  - Experience in or familiarity with housing counseling, financial services, and case management is strongly preferred;
  - Experience working in diverse, multicultural, and immigrant communities and an ability to exercise patience and empathy for clients
  - BA degree, or equivalent work experience;
  - Strong organizational and time management skills.
  - Exceptional communication and interpersonal skills.
  - Ability to handle sensitive information with discretion and maintain client confidentiality.
- 
- Ability to work occasional evenings and weekends.

**Pay Range:** Annual Salary \$50,000-\$55,000. This position is a full-time hybrid position and will require working from our offices in Jackson Heights and/or Richmond Hill, Queens.

**To Apply:** Please send a cover letter, resume, and two professional references (in PDF format) to [careers@chhayacdc.org](mailto:careers@chhayacdc.org) with the subject line "Intake and Data Specialist – Application". Applications will be accepted on a rolling basis. Only applicants under consideration will be contacted. No phone calls please.

*This is a bargaining unit position with the Transport Workers Union, TWU.*

*Chhaya CDC is an equal opportunity organization that celebrates and embraces diversity. Chhaya does not discriminate on the basis of caste, race, religion, color, sex, gender identity, sexual orientation, age, or any other identities covered by appropriate law. All employment is decided on the basis of qualifications, merit, and organizational need.*