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VA Intake Specialist

[Advocacy Solutions](#) • 4.7 ★

Fort Lauderdale, FL 33317

Remote

\$18 an hour - Full-time

Apply now

Profile insights

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Skills

✓ Typing

✓ Technical Proficiency

✓ Phone communication

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Education

✓ High school diploma or GED

Job details

Here's how the job details align with your [profile](#).

Pay

\$18 an hour

Job type

✓ Full-time

✓ Full-time

Shift and schedule

✓ Monday to Friday

Encouraged to apply

- Military encouraged

Benefits

Pulled from the full job description

- Health insurance
- 401(k) matching
- Paid time off
- Vision insurance
- Dental insurance
- Life insurance
- Disability insurance

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Full job description

Do you want to have a fulfilling career with purpose helping military veterans? The VA Intake Specialist will be a direct point of contact for potential new clients. They provide great customer service and have a clear phone presence. They should be proficient in using computers, be able to verify that there are no discrepancies within documents, and excel at both verbal and written communication. The ideal candidate for this position is detail-oriented, professional, and has a genuine desire to meet the needs of others.

Work hours are Monday – Friday from 10:00 am to 7:00 pm EST. This is a remote work from home position

Our benefits package includes health, dental, and vision insurance, company paid life insurance and disability insurance, a 401(k) plan with an employer match, paid time off after 90 days of employment, and ten company paid holidays.

Essential Functions:

- Receive all inbound and outbound calls for potential disability clients
- Perform general office clerk duties
- Ask a series of questions verbatim for the purpose of compiling data about the client to confirm eligibility
- Record information as needed
- Respect client confidentiality
- Performs other related duties as assigned.

Required Skills/Abilities:

- Must have experience using an auto-dialer system and reading a script verbatim
- Experience using computers and performing data-entry functions

- Legal experience is a plus
- Minimum typing speed of 35 WPM
- Ability to type and talk while using a hands free headset
- Solid reading, writing, and verbal communication skills
- Professional communication skills over the phone and with co-workers and supervisors
- Previous telecommuting/remote work experience is a plus
- Must be able to multitask and be proficient in the use of today's technology
- Must have a desk, chair and basic essentials to work from home
- Must have a quiet work area without noise or distractions
- Must have your own/personal high speed internet ** you cannot use Wi-Fi **
- Reliable and dependable attendance.

Education and Experience:

- This job requires a minimum of a high school diploma or G.E.D and two years of telephone customer service or previous call center experience. Associate degree is preferred.
- Telephone experience is required.
- Experience using computers and performing data-entry functions.

Physical Requirements:

- Prolonged periods of sitting at a desk, talking on a telephone and working on a computer.

Remote Work from Home Requirements:

- Not all positions are remote; some require that the employee work in the office.
- Must have a desk, chair and basic essentials to work from home.
- Must have a quiet work area without noise or distractions.
- Must have personal high speed internet service (Wi-Fi is not acceptable). Our minimum internet speed requirement is 100 download & 20 upload MBPS speed.
- Must be logged onto your work computer and able to answer calls during your normal work hours.
- Remote workers must be based in the United States and must reside in one of the following states: FL, GA, IL, IN, MI, NC, NJ, NV, NY, PA, SC, TX or WV. Must be able to work EST hours provided above.

If you require alternative methods of application or screening, you must approach the employer directly to request this as Indeed is not responsible for the employer's application process.

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