211info Position Summary

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| TITLE | REPORTS TO  |
| Community Information Specialist-Landlord Line | Housing & Emergency Programs Manager |
| STATUS: Exempt X Non-Exempt |  HOURS PER WEEK: 20-40 |

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| **MISSION**: Our central hub empowers Oregon and Southwest Washington communities by helping people identify, navigate and connect with the local resources they need. |
| **CORE FUNCTION**: Respond to phone calls from landlords enrolled in a specific housing initiative. Connect landlords to community organizations and caseworkers to support their tenants. |
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| **CORE ACCOUNTABILITIES\***:  |
| 90% | **Work directly with clients:** Answer and return phone calls from diverse landlords who are looking to get connected with their tenant's caseworker. Collect basic contact information, screen landlord and tenant for eligibility and enrollment, document a written narrative of the phone call and assist with creative problem-solving. |
| 10% | **Correspondence, training and special projects:** Monitor and respond as necessary to all agency communications tools; participate in training, staff meetings and scheduled discussions designed to improve internal and external customer service and agency operations; make recommendations about database improvements; participate in other projects as assigned. |
|   | *\*This is an estimate of how a Community Information Specialist’s work time is divided, and is subject to change based on agency needs.* |

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| **CORE COMPETENCIES**:  |
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| **Forward Thinking:** Consider efficiencies, explore options and engage in creative problem-solving with clients and with internal systems. |
| **Critical Thinking:** Collect and evaluate client and referral data to identify improvements in service delivery. Independent problem-solving with technology and clients. |
| **Planning and Organizing:** Organize work effectively to reflect 211info’s priorities and ensure timely execution. |
| **Flexibility:** React and adjust positively to change.  |
| **Equity:** Demonstrate knowledge of and commitment to creating a workplace that is diverse, equitable and inclusive for staff and clients. Work effectively with diverse staff and partners; demonstrate excellent communications with people with diverse race/ethnicity, age, educational level, gender identity and socioeconomic background, etc.  |
| **Promote Shared Values:** Build internal support for 211info values and represent the agency positively in public. |
| **Customer Service Focus:** Seek methods to improve external and internal customer service to improve agency operations.  |

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| **QUALIFICATIONS**: |
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| Minimum one year of crisis intervention/hotline service is a plus, or one year of experience with a social service organization or call center. |
| Analytical skills to identify practical solutions to barriers and service gaps that prevent clients from receiving the assistance they need.  |
| Fluency in more than one language preferred. |
| Bachelor’s degree encouraged or relevant experience. |
| Commitment to equity, diversity and inclusion. |
| General knowledge of social services, governmental bodies and geography of Oregon and Southwest Washington. |
| Ability to work effectively with diverse clients experiencing a problem or crisis to assess and help with problem-solving. |
| Certification by Alliance of Information and Referral Systems (AIRS) is a plus; certification is required after two years. |
| Strong verbal and written communication skills, including spelling and grammar.  |
| Ability to use standard business application software programs and learn specialized agency technology. |
| Excellent attendance/punctuality is required in a call center environment.  |
| Ability to multi-task: Specialists search databases and record information while speaking with clients. |
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| **AGREEMENT**: Upon acceptance of employment, employee and supervisor’s signatures confirm that this job description has been reviewed and is understood to define the scope of work to be completed. I understand that this in no way constitutes an exhaustive list of my job duties, and that essential job functions/results may be subject to change at any time. The work schedule and program procedures are subject to change at any time. Continued employment after any change shall constitute acceptance by the employee. |
| **Employee (print name):**  |
| **Employee signature:**  |
| **Date:** |
| **Supervisor:**  |
| **Date:**  |
| **EQUAL EMPLOYMENT:** 211info provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or veteran status. 211info expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.  |