

211info Position Summary

TITLE Community Information Specialist – After-Hours	REPORTS TO After-Hours Manager
STATUS: Exempt X Non-Exempt	HOURS PER WEEK: 40

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: Connect clients with the health and social services they need. Through active listening, deep knowledge of social service networks and adherence to agency protocols, help the people of Oregon and Southwest Washington find solutions to a range of concerns.

CORE ACCOUNTABILITIES*:

90%	Work with clients: Assist consumers with relevant 211info programs. Answer and return phone calls, texts and emails from diverse clients who need efficient, accurate, confidential and unbiased social service referrals. Follow protocols for ADRC/Public Guardian, PDXWAV, pesticide, and Multnomah County shelter programs, and assist CIC as needed. Collect demographic information, screen clients for eligibility for social service programs, search databases for referrals and assist with creative problem solving. Accurately document calls and provide program partners with case notes and incident reports.
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.
	<i>*This is an estimate of how a Community Information Specialist's work time is divided, and is subject to change based on agency needs.</i>

CORE COMPETENCIES:

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. Provide independent problem-solving with technology and clients.

Confidentiality: Understand and adhere to confidentiality requirements and agency protocols.

Flexibility: React and adjust positively to change.

Cultural Competency: Work effectively with diverse staff and partners; use communication tools that are tailored for people with different learning styles, ages, educational levels and socioeconomic backgrounds.

Use of Technology: Learn 211info's technology platform, and navigate multiple tools.

Customer Service Focus: Seek methods to improve external and internal customer service to improve agency operations.

QUALIFICATIONS:

Minimum one year of crisis intervention/hotline service, or one year of experience with a social service organization.

Ability to work flexible schedule to meet agency needs.

Analytical skills to identify practical solutions to barriers and service gaps that prevent consumers from receiving the assistance they need.

Bilingual preferred.

Bachelor's degree in social work, psychology or other human service. Experience may substitute for degree.

Strong customer service delivery.

Knowledge of social services, governmental bodies and geography of Oregon and Southwest Washington preferred.

Ability to work effectively with vulnerable populations experiencing a problem or crisis to assess and help with problem-solving.

Certification by Alliance of Information and Referral Systems (AIRS) is required within six months.

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.

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.