211info Position Summary

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| TITLE | REPORTS TO |
| Resource Manager | Chief Operating Officer |
| STATUS: Exempt X Non-Exempt | HOURS PER WEEK: Fulltime |

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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: Manage the Resource Team, which builds relationships with service providers and other partners to maintain a helpful, accurate and up-to-date database of social services. Handle scheduling, database decision-making and other roles as needed; maintain health and social services resource information in the database. Ensure that Resource and specialty programs effectively build internal and external relationships, meet performance metrics and contract deliverables and have the training and support necessary to provide an excellent database. Input and update accurate, detailed information about community resources. Ensure resource information is user-friendly. Participate in outreach and meetings with partner organizations as needed, and participate in 211info leadership, which includes agency-wide policy and equity strategies and operations. | |
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| **CORE ACCOUNTABILITIES**: | |
| 55% | **Supervision:** Oversee daily operations of the Resource Team and specialty program staff’s database activities, including:   * Assist with database questions from external and internal customers. * Conduct employee evaluations; maintain personnel records; oversee scheduling. * Investigate complaints, resolve problems and clarify issues concerning services. * Provide coaching to create a professional, compassionate and results-oriented workplace. * Interview, hire and train staff with focus on varied learning styles and a diverse staff. |
| 20% | **Database:** Recommend policy goals and objectives for program area development, interpret policy and procedures, assure contract compliance and maintain measurable program objectives. Supervise use of 211info’s Inclusion Policy to ensure that resource listings are fair and aligned with agency policies. Collect and verify detailed information about resources. Make phone calls to gather and confirm resource information. Code and record data, with a focus on accurate information, spelling, grammar and usability. Offer high-quality customer service, internally and externally. |
| 10% | **Outreach/meetings:** Build relationships with partner organizations and attend outreach events. |
| 15% | **Training, meetings and special projects:** Participate in training, Operations Team and staff meetings and scheduled discussions designed to improve internal and external customer service and agency operations. Make recommendations about operational improvements. Participate in other projects as assigned. |

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| **CORE COMPETENCIES**: |
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| **Forward Thinking:** Consider efficiencies, explore options and engage in creative problem-solving. |
| **Critical Thinking:** Evaluate data to identify improvements in service delivery. |
| **Planning and Organizing:** Organize work effectively to reflect 211info’s priorities and ensure timely execution. |
| **Flexibility:** React and adjust positively to change. |
| **Cultural Competency:** Promote 211info’s vision for equity in service delivery and in the workplace. Work effectively with diverse staff and partners; use communication tools and training methods that are tailored for people with different learning styles, ages, educational levels and socioeconomic backgrounds. |
| **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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| Excellent written and verbal communication skills, with excellent spelling and grammar and attention to detail. |
| Analytical skills to identify practical solutions to barriers and service gaps that prevent clients from receiving the assistance they need. |
| Bilingual preferred. |
| Bachelor’s degree or equivalent and relevant experience. |
| Ability to interpret, analyze and evaluate data. |
| Knowledge of social services, governmental bodies and geography of Oregon and Southwest Washington preferred. |
| Certification by Alliance of Information and Referral Systems (AIRS) certification is required once eligible. |
| Supervisory/leadership experience preferred. |
| Proficiency with Microsoft Office Word and Excel. |
| Ability to work effectively with diverse individuals; understanding of different learning styles. |
| Commitment to excellent customer service, including ability to actively listen and respond to customers, coworkers, service providers and funders. |
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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. |