

Job Announcement

**Job Title: Bi Lingual - English/Spanish
Information and Referral Specialist (2-1-1 Call Center)
Part-Time - 20 Hours per week**

Salary: \$12.95/hr - \$14.95/hr depending on skills & experience.
Additional 5% for bilingual skills, Non-exempt position.

Summary: Information and Referral Specialist (I&R Specialist) is responsible for delivering consistent and professional service to callers with health, human and social service needs via telephone, in person, e-mail or other forms of communication. Specialist will assess and refer callers to appropriate services. Calls range from requests for simple information to complex cases with multiple needs requiring research, advocacy and crisis intervention. The Specialist will also perform data entry operations. Must be flexible with schedule. Schedule may include evening hours and Saturdays.

Essential Duties and Responsibilities:

- Answer incoming calls on assigned schedule, assessing caller's needs and making accurate referrals as necessary.
- Develop working knowledge of health and human services network in order to help callers effectively access services.
- Follow up calls to determine if referral resulted in needs being met.
- Data Entry from telephone interview. (caller data collection)
- Work effectively in team atmosphere.
- Answer general information queue, when not assigned to specialty queue.
- Additional duties and/or responsibilities as may be assigned by Call Center Management.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and/or Experience:

- Two years college and/or technical school; OR
- Three years experience in Information and Referral/Assistance **or** equivalent experience. OR
- Working experience with organizations that service children & families.

Other Skills and Abilities:

- Effective verbal & written communication skills.
- Ability to communicate effectively and tactfully with diverse and multi-cultural individuals, being non-judgmental and respectful of the confidential nature of the job.
- Reading Comprehension and Analytical skills.

Computer Skills:

To perform this job successfully, an individual should have a good computer aptitude and working knowledge of Microsoft Office software.

Certificates, Licenses, Registrations:

- Seek and attain Certified Information & Referral (CIRS) credential when eligible.
- Must have a valid Class C California Driver's License and access to a personal vehicle for use during working hours.

Application Process:

Job description and application form is available at: www.communitycouncil.org. Submit completed application, current resume, and cover letter describing relevant skills and experience to the address below.

Application Deadline: Open until filled.

Please submit applications to:

Community Services Planning Council
c/o 2-1-1 Sacramento
909 12th Street, Suite 200
Sacramento, CA 95814
FAX: (916) 447-7052
Email: cspc@communitycouncil.org

The Community Services Planning Council is an Equal Opportunity Employer.