

Eden I&R, Inc.

"linking people and resources"

570 B Street ♦ Hayward, CA 94541 ♦ 510-537-2710 ♦ FAX 510-537-0986



Job Description

Position: 2-1-1 Phone Line Resource Specialist

Program Description: Eden I&R's 2-1-1 program, an information and referral service for low-cost housing and human services, provides assessment of need and social service information and referral services for callers 24 hours a day, 7 days a week.

Position Description: Under the direct supervision of the 2-1-1 Supervisor, the Phone Line Resource Specialist will address clients' concerns over the phone and provide needs assessment and referral.

Duties Include:

- Answer phones and provide thorough assessment and appropriate referrals to housing and services
- Advocate for callers in complex and emergency situations
- Locate and collect information on agencies and services that would be useful to callers; includes developing contacts at agencies for the purpose of networking and obtaining services and clients
- Assist with outreach to potential clients through preparation of materials such as newsletters, flyers and cards
- Be available to work long hours in the event of a disaster
- Work towards Alliance of Information and Referral Systems Certification
- Other duties as assigned

Position Requirements:

- At least one year of work experience in a call center, customer service, case management, advocacy or social service-related positions, or other relevant work experience
- Ability to handle clients in crisis and deal with crisis management
- Good computer skills; familiarity with database programs desirable
- Excellent time management and organizational skills
- Excellent oral and written communication skills
- Ability to work flexible hours, including evenings and weekends
- Bilingual Spanish, Cantonese and/or Mandarin a plus

Compensation: \$15.50/hour with benefits

Available shifts: 40 hours/week with day, evening, and weekend shifts

Letter /Resume to: Human Resources Administrator
Eden I&R, Inc.
570 B Street
Hayward, CA 94541
Email: Jobs@edenir.org

Eden I&R, Inc. is conveniently located one block from the Hayward BART station.

Eden I&R is an equal opportunity employer

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