

Eden I&R, Inc.

"linking people and resources"



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

Job Description:

Bilingual Phone Resource Specialist (COVID-19 Testing)

(Temporary, 40 hours per week with benefits)

This is a 100% grant-funded position with an anticipated grant end date of 02/28/2021 with a possibility of a six-month extension until August 31, 2020.

Agency Description: Eden I&R envisions a community empowered with information and connected to resources, so that all people obtain health, happiness, hope, and improved livelihoods. The agency's largest program is 211 Alameda County, the 24/7 multilingual phone line that provides resource information to individuals and families from throughout the county.

Position Description: The Phone Resource Specialist will help callers in need of language assistance schedule appointments at several Alameda County Covid-19 testing centers, as well as assisting them with interpreting test results. We are looking to hire multiple people who speak one or more of the following languages in addition to English: Cantonese, Mandarin, Spanish, and/or Mam. The Phone Resource Specialist will also utilize a language translation service for three-way translation assistance in languages they do not speak themselves. The Phone Resource Specialist will additionally be trained to answer general 211 calls, address clients' concerns over the phone, and provide needs assessment and referral, in order to offer appropriate resources related to Covid-19. This position will report to the 211 Manager. Confidentiality, technical savvy, and attention to accuracy are essential qualifications for this position, as is the ability to communicate clearly in English and Cantonese, Mandarin, Spanish, and/or Mam. **Bilingual skills are required.**

Duties Include:

- Schedule multilingual appointments for those seeking Covid-19 testing and answer questions
- Translate test results for callers and enter information in online database
- Make appropriate referrals as needed
- Collect client contact and demographic information in iCarol database
- Answer 211 calls and provide thorough assessment and appropriate referrals to services
- Advocate for callers in complex and emergency situations
- Assist with outreach to potential clients
- Be available to work long hours in the event of a disaster
- Locate and collect information on agencies and services that would be useful to callers
- 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

www.edenir.org ♦ *Eden Information & Referral* ♦ edenir@edenir.org

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- Strong time management and organizational skills
- Excellent oral and written communication skills
- Flexibility to telecommute or work in the office as assigned
- Candidate must reside in the greater Bay Area
- Bilingual in English and Cantonese, Mandarin, Spanish or Mam a must

Compensation: Hourly salary commensurate with experience; health and dental benefits available

Available shifts: Eight hours a day between the hours 8:00 am – 5:30 pm, Monday - Friday

Resume/Cover Letter:

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.
Online and on-site training will be provided*

Eden I&R is an equal opportunity employer