

# Eden I&R, Inc.

"linking people and resources"

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



## Job Description

**Position:** **Bilingual (English/Spanish) Community Resource Specialist (Full-Time)**

**Agency Description:** Eden I&R's 211 program, an information and referral service that links Alameda County residents to health, housing and human services, 24 hours a day, 7 days a week.

**Position Description:** Under the direct supervision of the 211 Contact Center Manager, the Bilingual CRS will address clients' concerns over the phone and provide needs assessment and referral.

**Duties Include:**

- Assess callers' needs, provide appropriate referrals to housing and services, and advocate for callers in complex and emergency situations
- Provide thorough assessment and referral to each caller
- Provide referrals by handling incoming phone calls as well as via two-way texting
- Provide follow-up with callers
- Be resourceful and attentive to the flow of new information/programs for community resources
- Keep complete records of all calls; record and summarize pertinent data
- Attend staff meetings and in-service trainings
- Be available to work long hours in the event of a disaster
- Perform other duties as determined by the 211 Manager
- Work towards Alliance of Information and Referral Systems Certification

**Position Requirements:**

- Bilingual in Spanish & English **REQUIRED**
- 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

**Compensation:** \$18.05/hour; health and dental benefits available  
**\$1,000 signing bonus** when hired and upon successful completion of probation.

**Available shifts:** **This position is full-time, 40 hours per week, with some evening hours as needed.**

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

09/2021