

Eden I&R, Inc.

"linking people and resources"



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

Job Description:

Position: Transportation Community Resource Specialist (TCRS)

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:

Reporting to the Transportation Manager, the Transportation Community Resource Specialist (TCRS) will connect people with resources, by scheduling subsidized curb-to-curb rides for eligible seniors and persons with disabilities through TNCs (Transportation Network Companies), Uber, and Lyft.

Additional comprehensive 2-1-1 training will be administered, including but not limited to call intake, addressing clients' concerns over the phone, and provide needs assessment and referral, with a specialization in assisting seniors and persons with disabilities with transportation-related resources.

Duties Include:

- Answer phones and determine client eligibility for the Hayward Operated Paratransit (HOP) program and other local paratransit programs
- Schedule rides for eligible seniors and persons with disabilities through Lyft and Uber
- Collect client contact and demographic information in the Salesforce and iCarol databases
- Process credit card transactions for fees associated with subsidized transportation programs
- Audit and report weekly ride charges for Hayward and Alameda County contracts, to the Transportation Manager
- Answer 2-1-1 calls and provide thorough assessment and appropriate referrals to services
- Advocate for callers in complex and emergencies
- Assist with ongoing 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
- Strong time management and organizational skills
- Excellent oral and written communication skills
- Experience processing confidential credit card transactions
- Bilingual is a plus
- Ability to collaborate well with persons from diverse socioeconomic backgrounds
- California Driver's License, car, and proof of insurance required
- Flexibility to telecommute or work in the office as assigned

Compensation: \$ 20.79 per hour; Benefits

Available shifts: 9:00 am – 5:30 pm, Monday – Friday, potential weekend scheduling.

Letter/ Resume to:

Personnel

Eden I&R, Inc.

570 B Street

Hayward, CA 94541

Email: Jobs@edenir.org

Eden I&R is an equal opportunity employer

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

Updated:2/22/2023