

# Eden I&R, Inc.

*"linking people and resources"*



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

## **Position: 211 Bilingual (English/Spanish) Community Resource Specialist (CRS) (Full-Time)**

**Program 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 through text 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
- Provide referrals by managing incoming phone calls as well as via two-way texting
- 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
- Work towards Alliance of Information and Referral Systems Certification
- Other duties as assigned

### **Position Requirements:**

- Must be bilingual in English and Spanish
- 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
- Must be available to work long hours in the event of a disaster

**Compensation:** \$20.00/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; Sunday – Thursday day shifts or Tuesday – Saturday day shifts with some evening hours as needed.

**Letter /Resume to:** Human Resources Administrator

Eden I&R, Inc.  
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Hayward, CA 94541  
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Eden I&R, Inc. is conveniently located one block from the Hayward BART station.

**Eden I&R is an equal opportunity employer**