



HandsOn
CENTRAL OHIO

POSITION PROFILE

TITLE: Information & Referral Specialist

DEPARTMENT: Community Insights

REPORTS TO: Manager, Information & Referral Services

STATUS: FT / PT, Non-Exempt

SUMMARY: A 2-1-1 Information & Referral Specialist provides phone-based, community resource navigation, referral, and linkage to people seeking services and providing services in Franklin and Athens County, Ohio. As the first point of contact for our callers, the Information & Referral Specialist is a key ambassador for our organization and the partnerships we represent. The position requires a positive and solution-orientated ethic, placing the greatest priority on meeting the diverse needs of our callers in a timely and effective way that results in high customer satisfaction.

DESCRIPTION: Responds to incoming phone calls, emails, and other forms of contact from callers seeking information on a broad range of community organizations, services, and other resources. Assesses callers' needs, obtains and documents information and effectively utilizes the resource database to provide the most relevant, timely, and effective information.

RESPONSIBILITIES:

- Demonstrates excellent customer service skills when answering inquiries from the general public
- Handles inbound calls in a timely manner
- Use written and verbal communication skills to accurately report issues
- Assess caller needs quickly, accurately, and with high emotional intelligence
- Perform database queries and evaluate the relevance and effectiveness of results for addressing caller concerns
- Complete data entries with high accuracy
- Liaise with external partners, as appropriate, to aid response to caller needs
- Maintain strict confidentiality and information security
- Ability to resolve individual and family crises
- Performs duties consistent with professional standards and protocols governing general Information & Referral and/or Specialized Intake
- Prepares two (2) case narratives a year
- Performs other duties as may be required to fulfill responsibilities of this position

QUALIFICATIONS:

- High School diploma or equivalent
- 2 years customer service, call center or other related experience

PROFESSIONAL DEVELOPMENT:

- Achieves AIRS™ certification within 12 months of hire
- Attends staff and departmental meetings

Submit cover letter, resume and 3 references (at least 2 professional) to:

ATTN: Human Resources
HandsOn Central Ohio, 1105 Schrock Rd, Suite 100, Columbus, OH 43229
hr@handsoncentralohio.org

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