



POSITION PROFILE

TITLE: Resource Database Specialist

DEPARTMENT: Community Insights

REPORTS TO: Director, Information & Referral Services

STATUS: FT, Non Exempt

SUMMARY: The Resource Database Specialist is responsible for maintaining the integrity of the ReferNet database by implementing a quality assurance process that includes working with agency service providers to ensure that resource information in the database is accurate and complete. The individual in this role shall serve as the subject matter expert on resource information, and program services included in the database, as well as creating and pulling reports.

RESPONSIBILITIES:

- Maintain and update the database and add new agencies as needed.
- Maintain, organize, update, and file appropriate documentation for each agency in the database.
- Maintain AIRS Standards.
- Troubleshoot database issues and work with RTM technical support as needed.
- Manage generation of data reports from database as directed.
- Develop and maintain effective rapport and communication with service agencies in Central Ohio and surrounding areas to facilitate updating information.
- Set up user accounts for new employees.
- Serves as primary point of contact between local food pantries and clients needing food pantry assistance.
- Primary point of contact for Holiday Basket communications with local food pantries; maintain pertinent holiday basket information in the database for annual holiday basket referrals.
- Develop and distribute monthly Mobile Pantry and Closing Calendars and other food pantry-related memos to staff and volunteers, as needed.
- Provide technical support and education to food pantry coordinators who may be having difficulty with the online pantry referral system.
- Handle complaints from clients, staff, volunteers, and food pantry coordinators about food-related issues and resolve associated problems as needed.
- Answer incoming calls on Foodline and/or 211 as needed.
- Represent the 211 program during meetings related to Information and Referral Resources.
- All other duties as assigned

QUALIFICATIONS:

- Bachelor's Degree or equivalent combination of education and experience.
- Two-four years of related experience.

PROFESSIONAL DEVELOPMENT

- Achieve AIRS™ certification within 12 months of hire
- Attends staff and department meetings

Direct Reports: None

TO APPLY: Submit cover letter, resume, two references (at least one professional) no later than Aug. 12, 2019 to:

Human Resources: hr@handsoncentralohio.org

REVISED: July 2019