

POSITION: INFORMATION & REFERRAL (I&R) SPECIALIST

DATE: August 2015
PROGRAM: Behavioral Health/North Sound 2-1-1
REPORTS TO: Senior Program Manager, North Sound 2-1-1
SALARY: DOE/hourly/Full-time/40 hours a week

VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!

POSITION DESCRIPTION:

- The I&R Specialist is responsible for providing information, referral and follow-up for telephone callers concerning available community services and resources that are appropriate to caller's needs.
- The I&R Specialist maintains accurate records, assists in seeking out information, assists in reviewing, developing and indexing pertinent community information, performs outreach and community building as needed
- This position also completes other duties as assigned to assist in the overall function of the program.

QUALIFICATIONS:

- Associate degree or 1-2 years of experience in a related field
- Excellent written and oral communication skills
- Previous call center experience preferred
- Ability to deal effectively with the public both over the phone and in person
- Experience in multi-tasking, specifically with computer programs while engaging in a call
- Ability to gather and organize information
- Working knowledge of computers and Microsoft office products, including Word, Excel, Access and Outlook, required
- Self-starter and ability to work with little or no supervision
- Flexible with respect to scheduling. Weekends, holidays, evenings and graveyard shifts may be required

If you wish to apply for this position, please email your cover letter and resume to: recruiter@voaww.org.

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