



Job Title: Community Resource Specialist
Reports to: NJ 211 Supervisor

Key Role:

The NJ 2-1-1 Community Resource Specialist provides information and referrals to people in need of health and human service information. Primary responsibilities include responding to inbound calls, emails, text and chats, as well as conducting outbound follow-up calls as appropriate. The Community Resource Specialist will support a variety of human service initiatives including county homeless hotlines, utility payment assistance programs and disaster response.

Core Duties and Responsibilities:

- Respond to inquiries from the public concerning the availability of community and/or government resources.
- Provide direction and guidance on the process for accessing cybercrime assistance.
- Assess callers' needs and screen for services and programs according to protocols.
- Collect information and enter into call management systems.
- Follow all Standard Operating Procedures for call handling service delivery.
- Capture changing information on resources and eligibility requirements as informed by agencies and callers; forward information to Database Department staff.
- Perform other related duties as assigned.

Skills/Qualifications:

- College degree in health or human services preferred
- Previous call center experience providing information and referral or other hotline service, or related customer service; experience working with a social service organization preferred.
- Ability to actively listen and respond to people in need.
- Proven ability to work effectively with people of diverse ethnic and socio/economic backgrounds.
- Working knowledge of standard business application software programs; ability to type and use multiple programs at one time.
- Spanish bi-lingual preferred.

Key Competencies:

- Strong oral and writing communication skills
- Problem solving
- Reliability
- Attention to detail
- Cooperation / Teamwork
- Proficient keyboard skills