



Job Title: Database Resource Specialist
Reports to: Database Manager

Key Role:

The Database Resource Specialist is responsible for collecting, organizing and maintaining the information in the NJ 2-1-1 Resource Database that is used by Community Resource Specialists and the general public via the public facing website. The Database Resource Specialist provides information and support to the NJ 2-1-1 operations through data gathering, creating relationships with and sending out annual solicitations to all agencies listed in the resource database and data input into the database management software. The Database Resource Specialist also performs follow-ups on new community and social services agencies, enters selected information about them and their activities into subject categories according to defined standards. As a front line contact with the public and service agencies, the employee is expected to present a professional image and respond in a manner consistent with the mission, vision, and values of NJ 2-1-1.

Key Responsibilities:

- Keep statistical records of all agencies updated in database, etc., as necessary.
- Participate in system testing and troubleshooting, and working with vendors to rectify identified issues.
- Create, enter, or update all resources currently in the database.
- Verify, organize, and abstract data collected as necessary.
- Develop new community resources using various research and collection methods including the Internet, survey forms, brochures, and/or direct contact with service agency representatives.
- Assist Database and Website Manager with the development, management and implementation of Resource Team policies and projects. Develop and maintain related documentation.
- Participate in workgroups as assigned and as they pertain to information resource management, program effectiveness, data collection, and dissemination.
- Assist in the development and occasional revision of internal 2-1-1 database standards or guidelines and ensures that data is managed accordingly.
- May perform outreach education and/or attend meetings with service agencies or partners as required.
- When needed will support the Call Center by answering calls, text and chats requests.

Skills/Qualifications:

- College degree in library science or health/human services preferred
- Database management/manipulation experience preferred.
- Strong administrative and technical background required.
- Ability to use information resources and technology to acquire and organize information

Key Competencies:

- Strong verbal and writing communication skills
- Problem solving
- Reliability
- Attention to detail

- Cooperation / Teamwork
- Proficient use of Microsoft Word, Excel And Access applications