



Job Title: Database Resource Specialist
Reports to: Database and Reports Manager

Company Overview:

Founded in 2002, by the United Ways of New Jersey, NJ 211 is a nonprofit created to help people find community resources that address the basic needs of life – food, shelter, health care and more. NJ 211 is mission-driven and works tirelessly, 24/7, to answer the call for help via phone, text, chat and email. The goal is to empower people with referrals, information and hope to address their needs. With an annual budget of \$7M from government and charitable dollars, NJ 211 has become a trusted resource that residents, professionals and state officials turn to times of personal crisis and statewide disasters. With national accreditation from AIRS, NJ 211 utilizes best practices in delivering information and referral services.

NJ 211 is a friendly, fast-paced and demanding work environment. Our new and professional office offers a comfortable work atmosphere, conveniently located near Route 287 and Route 10. We value a life-work balance and provide four weeks PTO, flex time and hybrid schedules. Individuals with a passion for helping others will thrive at NJ 211.

Position Overview:

The Database Resource Specialist is responsible for collecting, inputting, revising, and indexing information about social service agencies and their programs, within the NJ 2-1-1 Resource Database. The Database is used by NJ 2-1-1 Community Resource Specialists to refer consumers to resources in their community, for help with hundreds of different human service needs. The Database is also available for self-service use on NJ 2-1-1's public website. The Database Resource Specialist follows agency data quality policies to ensure Database listings are searchable, usable, organized, and consistent.

The Database Resource Specialist verifies information about community resources by contacting listed agencies and facilitating their review of their listed information. The Database Resource Specialist also seeks out social services agencies to add to the Database, including following up on information received by NJ 2-1-1 about new community resources. Given that this role involves interaction with service agencies and the public on behalf of NJ 2-1-1, the Database Resource Specialist is expected to communicate professionally, present a professional image, and work in a manner consistent with the organization's mission, vision, and values.

Responsibilities:

- Collect, input, revise, and index information about social service agencies and their programs.
- Verify listed information by communicating directly with social service agencies, and by reviewing their public websites.
- Assess agencies and their services for inclusion in the Database.
- Respond to email inquiries about the Database and its listings.

- Identify new community resources using various methods, such as internet searching, surveying, reviewing printed materials, and attending virtual meetings.
- Assist the Database Manager with the development, revision, and implementation of Database-related policies and projects.
- Participate in workgroups as assigned and as they pertain to information resource management, program effectiveness, data collection, and dissemination.
- Participate in troubleshooting the Database software, documenting and escalating issues identified while working in the Database.
- Attend in-person and virtual events to interface with new and listed agencies, and perform outreach or education as required.
- When needed will support the Call Center by answering calls, text and chats requests.
- Other duties as assigned.

Qualifications:

- College degree in Library Sciences, Communications, English, or health/human services preferred
- Experience maintaining database listings preferred
- Microsoft Excel experience preferred
- Ability to learn new software applications
- Ability to utilize information technology to research and organize information
- Ability to perform tasks in accordance with policies that inform work quality
- Oral and written communication skills
- Attention to detail
- Ability to organize work tasks
- Problem solving
- Bilingual preferred
- May be required to travel statewide

This position will be remote two days a week and in the office three days a week.

FSLA: Non-Exempt. This position is eligible for overtime.

NJ 211 is a disaster response organization working in partnership with the state emergency operation center. This requires all staff to be available during times of emergency, to work beyond normal hours and/or flexible hours to meet needs.

The salary for the Database Resource Specialist is up to \$17.00 an hour based on experience.

NJ 211 does not discriminate based on race, color, national origin, sex, religion, age, disability, sexual orientation, gender identity, veteran status, height, weight, or marital status in employment or the provision of services and is an equal access/equal opportunity employer.