



JOB SPECIFICATIONS

<u>JOB TITLE:</u>	Information and Referral Specialist II
<u>REPORTS TO:</u>	Executive Assistant for Community & Energy Services
<u>LOCATION OF JOB:</u>	Energy Department
<u>SALARY RANGE:</u>	\$29,120.00 - \$41,000.00 annually

SUMMARY OF JOB:

The I&R Specialist II shall be responsible for gathering resources, maintaining the information in a database, and distributing information about new resources to agency staff. Responsibilities include clerical, report compilation, filing and may also include responsibility for maintenance of the multi-service center site.

JOB DUTIES:

1. Accepts telephone calls from interested parties inquiring about services or information.
2. Tracks all incoming calls and meets with TCA on-site supervisor regarding disposition of calls.
3. Consistently and accurately document participating family status and progress using any agency client data system and specific program assessment tools in order to maintain and timely submit accurate reports to required offices. Maintain current and accurate records for all funding sources and their activities.
4. Assist in scheduling appointments for clients as required in phone bank.
5. Perform Community Services activities when necessary, contacting emergency resources, while negotiating other outreach tasks.
6. Maintain confidentiality of client issues and information.
7. Gathers information about resources for children and families maintains that information in a database program.
8. Keeps an inventory of brochures, pamphlets, etc., of services available in the catchment area and distributes information to family members upon request.
9. Keeps TCA staff informed about new resources in the service area.
10. Attend required meetings as scheduled by the Program Manager and/or funding sources, outside agencies, etc. to fulfill job requirements.
11. Attend training, seminars, and conferences as needed/required to enhance expertise & professionalism in Agency activities.
12. Assists in identifying services gaps and keeps supervisors informed of such.
13. Assists in training other Information and Referral Clerks and supporting agency staff on database information and referral resources.
14. Other duties as assigned

Information and Referral Specialist II

QUALIFICATIONS REQUIREMENTS:

KNOWLEDGE AND SKILL REQUIREMENTS

- Knowledge of computers and networking
- Knowledge of office practices
- Communication skills to communicate with staff, families and outside agencies
- Computer skills to install new software and hardware and to troubleshoot software and minor hardware problems
- Manual skills for cleaning and minor repair of equipment
- Common arithmetical functions to determine service delivery during special project,
- Software/word processing skills for data entry, reporting, word processing, desktop publishing, spreadsheets, and CSST
- Equipment used includes computer, printer, copy machine, and other standard office equipment

EXPERIENCE AND TRAINING:

- Bachelor Degree preferred or 4 years of equivalent experience can substitute for preferred educational background.
- Two years' experience in public relations and/or community work, relating to low-income, minority, senior citizens, youth, and other members of community including public officials.
- Demonstrated presentation and communication skills and ability to talk on the phone for extended periods of time
- Five year previous experience using computers, word processing programs, telephone and data entry
- Experience in locating resources in the community, or appropriately outside the community, to supplement centers and programs as well as helping families with their goals.
- Ability to collaborate with others as part of a team.
- Experience in maintaining detailed records on a computer system and handwritten documents.
- Be willing to travel when necessary on Agency business at Agency reimbursement rates.
- Good listening skills.
- Knowledgeable regarding TCA services.
- Ability to speak before groups of 10-20 clients, giving instructions in an easy to follow manner to complete assistance applications.
- Pleasant, personable, and tactful verbal communication and telephone skills required to interact effectively with a wide variety of contacts & situations.
- Neat, clean and professional appearance required.
- Sensitive to the needs of families.
- Ability to present a positive impression of the Agency and services to the public.