



## Job Posting

Job Title: Resource Specialist  
Reports To: Operations Manager, Contact Center  
Job Status: Permanent, Full-Time, Non-Exempt, Hourly  
Night Shift (4:00 p.m. – Midnight)

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### **STATEMENT OF THE JOB**

The Resource Specialist ensures the accuracy and completeness of the 2-1-1 database and assists employees and the public in accessing the information contained in the database. The Resource Specialist answers 2-1-1 and Crisis call and provides coaching and oversight to CRA/CW staff in Contact Center.

### **ESSENTIAL FUNCTIONS**

- Manages, updates and maintains the 2-1-1 database adhering to database style guide and taxonomy standards set by Michigan 211
- Assists agencies that want to be included in the 2-1-1 database, to including mailing/emailing/faxing the appropriate inclusion forms
- Develops and updates all procedures related to resource data
- Monitors community media (print or internet) for new services, programs and agencies
- Assists with 2-1-1 Reports, Follow-Up lists and Follow-Up reports and other reports as needed
- Assists in database training for all contact center staff including training of enhanced referrals
- Assists in the coordination, monitoring, and implementing of enhanced referral processes
- Provides coaching and oversight of contact center during night shift to ensure calls are being handled properly and in a timely manner.
- Establishes priorities systematically; differentiating between urgent, important, and unimportant tasks

### **QUALIFICATIONS AND EXPERIENCE**

- Combination of a high school degree and minimum of 2 years' professional experience in the human services field
- Willingness and ability to meet AIRS (Alliance of Information & Referral Systems, Inc.) certification standards.
- Successful training in and daily use of the information and referral software, specifically using a call module
- Within 12 months of hire, successful completion of the Alliance of Information & Referral Systems, Inc. (AIRS) certification program for Certified Resource Specialists (CRS). The CRS designation is acknowledgement of demonstrated competence in the field of information and referral
- Experience in a call center in leadership role, preferred

## **KNOWLEDGE/SKILLS/ABILITIES**

- Strong Leadership skills
- Excellent computer skills
- Ability to work independently with minimal supervision
- Excellent verbal and written communication skills
- A team-player and a positive attitude are necessary
- Ability to build and maintain relationships with a diverse population
- Ability to work on-call and, during times of disaster, ability to work evenings, weekends, and holidays

## **PHYSICAL REQUIREMENTS**

- This is largely a sedentary role; however, some filing and other clerical tasks are required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary as well as require the ability to lift at least 20lbs.

**Apply with resume and cover letter no later than Friday, December 7, 2018.**

Mail:  
Attention: Lisa Harden  
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***Persons are recruited, hired, assigned and promoted only on the basis of job related criteria and without regard to age, color, familial status, gender, gender identification, marital status, national origin, non-job-related disability, race, religion, sexual orientation, veterans' status.  
EOE***