



Full-time Community Referral Specialist
211 Eastern Oklahoma – A Program of the Community Service Council

Classification

Non-Exempt

Salary Range

\$35,000/annual

Hours: Mon-Fri 12:00 A.M.to 8:00 P.M.; Flexible

Reports to

211 EOK Resource Center Coordinator

Date

8/26/2020

Objective

Make a difference in our community by joining 211 Eastern Oklahoma’s team of dedicated, compassionate, Community Referral Specialists. Specialists connect people with housing, food, utility assistance, support groups, health care, legal aid and other vital community supports to impact the social determinants of health. During unsettled times, 211 Eastern Oklahoma is a trusted source of information. We embrace equity, kindness and empathy, and we deliver on our values through professionalism, a high-quality database and tech-forward innovations.

Essential Functions

1. Obtains client information by answering telephone calls, interviewing clients, and verify information
2. Determines eligibility by comparing client information to requirements
3. Maintain a high level of professionalism while handling sensitive and confidential situations
4. Multi-tasking in a fast-paced work environment, with prompt attention to caller’s needs
5. Must possess ability to handle sensitive and confidential situations
6. Experience with software programs including MS Office, Outlook, and online applications

Competencies

1. Excellent verbal communication skills
2. Active listening skills
3. Demonstrated Problem solving skills
4. Customer/client focus
5. Resourcefulness



6. Computer literacy

Supervisory Responsibilities

This position has no supervisory responsibilities.

Work Environment

This job operates in a professional office environment and/or remote work environment. This role routinely use standard office equipment such as computers, phones, softphone, online software programs, online databases, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle or feel; and use of hands and arms.

Position Type/Expected Hours of Work

Full-time position, not to exceed 40 hours per week. This position requires irregular hours which include: overnights, weekends, and holidays as necessary to complete assigned duties and responsibilities.

Travel

Minimal travel for this position

Education and Experience

1. Customer service experience or related experience
2. Preferred Associated Degree or comparable high school diploma with 2 years related work experience

Additional Eligibility Qualifications

1. Bilingual Spanish preferred
2. Non-profit experience



Signatures

This job description has been approved by all levels of management:

Division Director _____

HR Director _____

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____





EOE/M/F/D/V

This employer is an equal opportunity employer and does not discriminate on the basis of race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, sexual orientation, military status, or any other basis made unlawful by applicable federal, state, or local laws or regulations. We are an e-verify employer.

