



## On-Call Consumer Service Representative

**Location:** Grass Valley, CA

**Hours:** Part-time, on-call, night shift

**Pay:** \$25 per hour, min. 2 hours for on-call shifts; \$18.00 training rate

### Learn about local programs and resources and get involved in your community!

211 Connecting Point is looking for an on-call Consumer Service Representative to assist callers in connecting to community resources.

#### About 211 Connecting Point

211 is a resource and information hub that connects people with community programs and services 24 hours a day, seven days a week through a free, confidential phone service and searchable online database.

Dialing 2-1-1 provides individuals and families in need a shortcut through what may be a bewildering maze of health and human service agencies. By simply dialing 2-1-1, those in need of assistance are referred--and sometimes directly connected to--appropriate agencies and community organizations.

#### About the Position

The On-Call Consumer Service Representative provides information and assistance to callers looking for health and social service information, screens callers for programs and services, and refers and/or connects callers to the resources they are looking for.

211 is more than just a call center. We are a team of dedicated local people who want to improve our community. We strive to provide accurate, up-to-date information in a friendly and approachable way and we work closely with local organizations to get the word out about their programs and services.

Our Consumer Service Representatives are our experts and our ambassadors, providing excellent customer service to anyone who wants to connect. They are active listeners, who assist callers in finding the resources to meet their needs, without making assumptions or passing judgment. They are collaborators, who work closely with fellow staff members and community partners to provide the best resources available. And they are valued staff members, who provide energy, ideas, and feedback to help us make our services the best they can be.

Applicants should have knowledge of community resources and experience using business software (such as Microsoft Word and Outlook), databases, and web applications.

See the [full job description](#) for more information.



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### To Apply

Email your resume and cover letter to Lindsay Gilliam at [lindsayg@connectingpoint.org](mailto:lindsayg@connectingpoint.org).

Open until filled. Persons with disabilities encouraged to apply.

[211](#) is a program of [Connecting Point](#).