



connecting point
community services central

Bilingual Consumer Service Representative

Position Title:	Consumer Service Representative (Bilingual)
Status:	Non-exempt
Department:	Call Center
Reports to:	211 Call Center Manager
Work Schedule:	Full-time, 40 hours per week; days and hours depend on position
Wages & Benefits:	\$19.27 per hour, benefits package included

Position Summary

Under the direction of the 211 Call Center Manager and in compliance with 211 standard operating procedures, the Consumer Service Representative is responsible for providing confidential health and social service information, referral, and advocacy to the general public by telephone, and collection and recording call-related data.

Examples of Duties (Illustrative Only)

- Responds to consumers within 20 minutes of consumer's call.
- Provides necessary information, problem assessment, and referral appropriate to caller's needs.
- Assists callers in selecting appropriate resources.
- Utilizes recognized professional and agency standards in carrying out the goal of resolution of the caller's problems; utilizes professionalism in working with community resources.
- Maintains accurate records of services requested and provided utilizing online database system and MS Office products.
- Responds as a call agent to the 211 Connecting Point Disaster Response Team in the event of a countywide disaster.
- Other duties as assigned.

Qualifications

Language:

- The ability to speak, read, and write in Spanish in addition to English is required.
- Must satisfactorily complete oral and written Spanish language testing.

Knowledge of:

- Community resources
- Business software programs including MS Office, Outlook, and online applications

Skill in:

- Excellent customer relations
- Ability to work with various cultural and socioeconomic groups



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- Ability to work with including people in crisis and transition, including homelessness
- Critical thinking and analysis
- Business software programs including MS Office, Outlook and online applications

Licenses and Certificates:

- None required.

Physical Demands and Working Conditions

Speech and hearing to communicate in person and by telephone; vision to read handwritten and printed materials and a computer screen. Reasonable accommodations may be provided for some physical demands for otherwise qualified individuals who require and request such accommodations.

Other Requirements

This description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.