

- Position Title:** Consumer Service Representative (Call Agent)
- Status:** Non-exempt, Temporary to Permanent
- Reports to:** 211 Call Center Manager
- Work Schedule:** 40 hrs./week; Schedule TBD
- In-Person/Virtual:** Virtual, Greater Sac Area or Northern California Preferred
- Position Summary:**

Connecting Point is a public agency dedicated to providing programs and services that promote the health and independence of the people of our community. Our mission is to support our community in making connections that enhance the lives of its members.

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. Among other duties, the CSR will be responsible for conducting Coordinated Entry (CE) to the Homeless Management Information System (HMIS), assisting callers challenged by homelessness with shelter referrals. The CSR will also work with housing providers submitting information on behalf of clients to gather all required documentation, and subsequently enter the data into HMIS. Finally, the CSR will review and improve 211 CE data entered into the HMIS system.

NOTE: Connecting Point is a disaster response organization. The CSR may be asked to assist in 211 disaster response by assisting callers with disaster-specific information and resources.

Examples of Duties (Illustrative Only)

- Responds to consumer calls
- 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
- Other duties as assigned

Qualifications

Skills:

- Ability to be reliable and communicative in a virtual work environment
- Techniques for problem solving and excellent customer service
- Clear, effective and compassionate communication, both orally and in writing
- Ability to work with various cultural and socioeconomic groups
- Ability to work with people in crisis and transition, including homelessness
- Critical thinking and analysis
- Proficiency with Microsoft Word, Excel and Outlook, ability to quickly master other database applications and online tools
- Bilingual English/Spanish is preferred but not required

Licenses and Certificates

- Possession of a valid California State Driver license within 30 days of hire. Proof of adequate vehicle insurance. Reasonable accommodations may be provided for otherwise qualified individuals who require and request such accommodation.

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.