

Texas Job Order Print Document

Job Order: **14156459**

Print Date: **8/21/2020 10:58:25 AM**

Office: **252 WF Sol MRG Carrizo Springs**

LWDB: **Middle Rio Grande WF Board**

Employer Information:

Employer Name: **MIDDLE RIO GRANDE DEVELOPMENT (Suppressed)**

How to Apply: **By Mail, In Person**

Company Website: **NA**

Application Comments: Please go by the Workforce Solutions Middle Rio Grande Office to get registered in WorkInTexas.com. Once, you have registered in WorkInTexas you will need to obtain MRGDC employment application at your nearest WFS office. Completed application can be then be sent via mail or email to Ms. Brown but the ORIGINAL APPLICATION with applicant's original signature must be sent in by U. S. mail to be considered for employment. Mailing address: Middle Rio Grande Development Council Attention: Human Resource Director P.O. Box 1199 Carrizo Springs, Texas 78834

NOTE: If hired, please contact you local Workforce Solutions office and provide employment details.

Middle Rio Grande Development Council is an equal opportunity employer and auxiliary aids and services may be made available upon request to individuals with disabilities. For more information, you may contact our TDD Voice line (830) 876-1260 or (830) 876-3533.

Location:

Main Address:

**MIDDLE RIO GRANDE DEVELOPMENT
307 West Nopal ST.**

CARRIZO SPRINGS, TX 78834-7199

Mailing Address:

PO BOX 1199

CARRIZO SPGS, TX 78834-7199

Contact:

Contact: **BONNIE S. BROWN**

Title: **Human Resource Director**

Phone: **(830) 876-3533**
x1228

Fax:

Email: **bonnie.brown@mrgdc.org**

Job Details:

Occupational Code: **21102900 Social Workers, All Other**

Job Title: **2-1-1 Specialist (Carrizo Springs)**

Industry Code: **925120 - Administration of Urban Planning and Communit**

Number of Positions: **1**

Referrals: **30**

Earliest Date to Display: **8/6/2020**

Last Date Job Order Will Display: **9/5/2020**

Type of Job: **Regular**

Job Time Type: **Full Time (30 Hours or More)**

Duration: **Over 150 Days**

Special Job Category:

Job Duties and Skills:

Description:

Business hours of operation: Monday through Friday, 8:00 am to 5:00 p.m.

JOB SUMMARY: Seeking 2-1-1 Information and Referral Specialist that can respond to requests for community resource information and referrals. The I&R Specialist provides assessment, information, referrals and advocacy to 2-1-1 callers while remaining empathetic and objective. All caller information is accurately recorded in the 2-1-1 database. The I&R Specialist also performs follow-up calls for quality assurance purposes and to identify gaps in service. At times, the I&R Specialist assess callers in crisis and connects them to the appropriate Crisis Line. All 2-1-1 staff is required to participate in staff meetings and trainings.

ESSENTIAL FUNCTIONS:

- **Provide information, referral, and advocacy for 2-1-1 callers and accurately record caller information.**

- **Perform intake and application assistance for Basic Food benefits**
- **Perform follow-up activities for quality assurance purposes**
- **Completes special projects as assigned by the 2-1-1 Manager.**
- **Support other areas of 2-1-1 and United Way by assisting with other projects as needed.**

MINIMUM QUALIFICATIONS:

- **Human services, social work, or communications experience is helpful.**
- **Call center experience is helpful.**
- **Possess strong customer service skills.**
- **Strong verbal communication and computer literacy skills.**
- **Excellent listening and problem solving skills necessary.**
- **Must be incredibly reliable. Being on time for work and maintaining regular attendance is essential**
- **Ability to work well in a team, good interpersonal skills and positive attitude.**
- **Must be able to work in a compassionate, fast-paced and efficient environment.**
- **Bilingual applicants are encouraged to apply!**

EO Employer!

Special Software/Hardware Skills Needed: **Yes**

Special Skills: **Microsoft Office, Data Entry, Scanner, Fax, Copier, Telephone, Computer, etc.**

Job Requirements:

Minimum Age:

Test Done By: **NA**

Required Tests: **NA**

Hiring Requirements:

Hiring Requirements Other:

Education Level: **High School Diploma or Equivalent**

Months of Experience: **0**

Requires a Drivers License: **No**

Near Public Transportation: **No**

Drivers License Certification:

Drivers License Endorsements:

Compensation and Hours:

Pay Comments: **Not Applicable**

Supplemental Compensation: **No**

Hours per Week: **Hours are Specific**

Actual Hours: **40**

Shift: **Day**

Benefits: **Medical, Dental, Life Insurance, Vision, Vacation, Holidays, Sick Leave, 401K, Retirement/Pension**

Other Benefits: **Starting salary: \$19,188.00 plus fringe benefits. Employer will discuss available benefits and eligibility.**

Job Order Information to be Displayed Online:

Job Order Information Online: **Company Name is displayed, One-stop staff screens applicants, Staff contacts individual about qualifications**

Job Application Information Needed:

Req Section

- ☒ Contact Information
- ☒ Employment History ☒ Allow individuals that have never had a job to apply (eg. College graduates)
- ☒ Education History
- ☒ Certifications
- ☒ Desired Job Type

Other Information:

Green Job: **Not Specified**

Subsidized by ARRA (Stimulus): **No**

Featured Job: **Yes**

In an Enterprise Zone: **No**

Federal Contractor: **No**

Court Ordered Affirmative Action: **No**

Job Order is for Veterans Only: **None Selected**

Staff Information:

Category: **Regular (Non Domestic)**

Job Developer Mandatory Listing: **None of the items listed**

Status: **Open and available**

Employer Status: **Open and available**

Reason: **NA**

Future Release From Hold:

Job Order Followup: **8/21/2020**