

Texas Job Order Print Document

Job Order: **14098030**

Print Date: **8/21/2020 11:27:54 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 Phone, 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 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: **Karina Salas**

Title: **Assistant Director of Operation**

Phone: **(830) 876-3533
x4003**

Fax: **(830) 876-5231**

Email: **karina.salas@mrgdc.org**

Job Details:

Occupational Code: **21109300 Social and Human Service Assistants**

Job Title: **Temporary Area Agency of Aging Information & Assistance Specialist (Carrizo Springs)**

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

Number of Positions: **1**

Referrals: **25**

Earliest Date to Display: **6/4/2020**

Last Date Job Order Will Display: **8/31/2020**

Type of Job: **Temporary**

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.

Temp: 4-6 Months

JOB SUMMARY: Seeking AAA 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 AAA callers while remaining empathetic and objective. All caller information is accurately recorded in the AAA 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 AAA staff is required to participate in staff meetings and trainings.

ESSENTIAL FUNCTIONS:

- **Provide information, referral, and advocacy for AAA 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 AAA Manager.**
- **Support other areas of AAA 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: **No**

Special Skills:

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: **3**

Requires a Drivers License: **No**

Near Public Transportation: **No**

Drivers License Certification:

Drivers License Endorsements:

Compensation and Hours:

Minimum Salary: **10.42 Hour**

Maximum Salary: **0.00 Hour**

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, Sick Leave, 401K, Retirement/Pension, Short/Long Term Disability, Paid Time Off**

Other Benefits: **No Benefits Listed**

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: DTS - Expired	
Future Release From Hold:	
Job Order Followup: 6/19/2020	