

Posting dates: 4/20/18 through 5/3/18

OPEN POSITION

AREA AGENCY ON AGING FOR SOUTHWEST FLORIDA

POSITION TITLE: INFORMATION AND REFERRAL SPECIALIST		DEPARTMENT: CLIENT SERVICES	
STATUS: FT	FLSA STATUS: NON-EXEMPT	SUPERVISE OTHERS: N	SUPERVISOR: INFORMATION & REFERRAL MANAGER

Area Agency on Aging for Southwest Florida (AAASWFL) is seeking an empathetic specialist to provide information, referral and intake services to consumers, their caregivers and other professionals. The specialist needs excellent interpersonal and computer skills to provide non-biased information.

POSITION DESCRIPTION

Information and Referral Specialists are the "face of the agency," often serving as peoples' first point of contact with AAASWFL. I&R Specialists primarily work with consumers via telephone; they are excellent, unbiased listeners who strive to provide excellent customer service through the Agency's Elder Helpline. I&R Specialists assess consumers' needs and make appropriate referrals. The team researches community resources and updates informational materials for consumers and AAASWFL staff. They are also responsible for creating and maintaining consumer records in the state's electronic database.

QUALIFICATIONS

- Minimum high school diploma or GED with three years of experience in information & referral, case management, call centers, or related social services work experience.
- Must have excellent customer service skills and computer skills.
- Strong verbal and written communication skills
- Ability to work in a fast-paced environment that requires multi-tasking
- Ability to use various computer applications and move through computer screens while talking to clients.
- Must be able to collaborate with co-workers, adapt to changes and problem-solve.
- Ability to maintain a high level of professionalism, have excellent work ethic, and personal accountability
- Capability to work in a structured service-focused atmosphere
- Ability to work in a quality-monitored, performance-based environment.
- Bilingual Spanish Speaking is a plus

HOURS

- This position is 40 hours per week; 8:00 a.m. – 5:00 p.m. Monday through Friday.

Applicant will be expected to obtain AIRS Certification as an Information and Referral Specialist in Aging (CIRS-A) within three years of employment.

Competitive benefits package provided. Applicant must pass drug testing and Level II background screening. Position is non-exempt (hourly) with starting pay of \$12.65 and up (commensurate with experience). Position available immediately. EOE / DFWP

Email resume with cover letter to: jobs@aaaswfl.org by 5:00 PM on **Friday, May 3, 2018**. Only candidates who meet the minimum requirements of the position will be contacted.

COMPANY PROFILE:

Currently celebrating its 40th year of service, Area Agency on Aging for Southwest Florida is a nonprofit organization serving Charlotte, Collier, DeSoto, Glades, Hendry, Lee, and Sarasota Counties. The organization is committed to helping adults ages 60 and over and people with disabilities to live with independence and dignity in their own homes and communities. AAASWFL is the state's designated Aging and Disability Resource Center for Southwest Florida. In 2017, the Agency's Helpline assisted more than 63,000 individuals with information and referral services. More information is available at www.aaaswfl.org or by calling the toll-free Helpline at 866-413-5337 (866-41-ELDER).