

JOB POSTING

POSITION AVAILABLE

- Position Title:** Information and Referral Specialist
- Position Classification:** Full time; Non-Exempt; Hourly pay will be based upon experience and qualifications.
- Responsibilities:** Connects older adults, younger persons with physical disabilities and their family caregivers with the information, resources services they need. This position collects basic intake information of the caller into the appropriate software. Creates a remarkable consumer experience for those who call, e-mail, use the live chat Web site function or walk in to the Area Office on Aging seeking help in living long, quality and independent lives. Conducts outreach activities to increase awareness of Area Office on Aging services amongst targeted populations. This position reports to the Aging Resource Center Director.
- Qualifications:** BS or BA in nursing, social work or a related field and/or relevant experience. Minimum of 3 years experience within an information and referral, customer service environment or similar setting with appropriate computer skills. Knowledge/experience of the aging network preferred. Bilingual (Spanish/English) fluency highly desirable. Note: Driver's license and criminal background check is required for this job.

This description is intended to indicate the kind of tasks and level of work difficulty required of positions that will be given this title, and shall not be construed as declaring what specific duties and responsibilities of any particular person shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of employees under their supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned, that are of a similar kind or level of difficulty.

- Application Deadline:** Until Position is Filled
- Send Resumes To:** jobs@areaofficeonaging.com
Area Office on Aging of Northwestern Ohio, Inc.
Attn: Personnel
2155 Arlington Avenue
Toledo, Ohio 43609-1997

NO TELEPHONE CALLS
EEO/AA EMPLOYER

Job will be available until a qualified applicant is hired.