

**Tarrant Literacy Coalition
Bilingual Call Center Information and Referral Specialist**

Position Summary

Provides information and referral services to individuals with the intent to link those persons to appropriate adult education/literacy services provided by the Tarrant County Adult Education and Literacy Consortium.

Essential Duties and Responsibilities:

- Maintains comprehensive, up-to-date knowledge of available adult education/literacy services available for adults in Tarrant County.
- Establishes good working relations with organizations providing adult education/literacy services through the Tarrant County Adult Education and Literacy Consortium.
- Maintains consistently high standards of interviewing callers and documenting information obtained from callers while honoring confidentiality standards as required by agency guidelines.
- Maintains accurate and timely records by collecting needed information according to program standards established by the Tarrant Literacy Coalition and the Tarrant County Adult Education and Literacy Consortium.
- Completes the intake process with each caller using agency protocol and guidelines, assessing the needs of each individual, identifies appropriate resources, provides all necessary information to the caller, and makes contacts with other agencies on behalf of caller as necessary.
- Makes appropriate and required follow-up contacts with callers to obtain additional information and/or determine whether needs were met.
- Makes appropriate and required follow-up contacts with service providers to determine what services are being provided and to identify information needed in order to make accurate and timely referrals.
- Participates in Consortium meetings, community events and other activities as requested to promote access to the services provided for prospective adult students and the community.
- Is prepared to work extended hours during peak periods of enrollment, as requested.
- Performs additional projects as assigned.

Essential Knowledge, Skills and Abilities

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required.

- Must be eligible to work in the United States.
- Must possess excellent written and verbal skills in English; **verbal bilingual English/Spanish skills are required.**
- Prior call center, customer service or social service experience is preferred.
- Computer proficiency is required, with a strong ability to document written contacts.
- Previous experience in and knowledge of the field of education or social services is favorable.
- Strong customer service orientation to both internal and external key constituents is essential.
- Must have strong interpersonal skills, maturity and good judgment and be capable of communicating with a diverse range of individuals.
- Professional phone etiquette skills are required; must be able to create positive working relationships among co-workers and supervisors.
- Must be flexible, reliable and have the ability to work autonomously, as well as in a supportive/team based environment.

Education Requirements

- Must have a high school diploma or equivalent; some college experience is favorable; A Bachelor's Degree may be required for supervisory positions, although relevant experience in information and referral services may be considered in the alternative.

Personal Skills and Attributes

- This position requires the highest professional and personal integrity.
- Compassion and empathy for those served by the agency, as well as values consistent with the mission of Tarrant Literacy Coalition are required.

Physical Demands

While performing the duties of this job, the Call Center Information & Referral Specialist is regularly required to sit, stand, walk, speak and hear. The position requires extensive computer use, therefore the individual must have sufficient hand dexterity to use a computer keyboard and be capable of reading a computer screen. He/She must occasionally lift and/or move up to 30 pounds. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the essential functions.

Work Environment

The work environment is a small, busy office located in Tarrant County. The noise level in the work environment is usually low to moderate.

Status

This is a non-exempt position.

Supervisor

Each AEL Call Center Information & Referral Specialist reports to the executive director.

About Tarrant Literacy Coalition

The Tarrant Literacy Coalition was established in 2009 to provide training and technical support to community and faith based literacy providers and the students they served. In 2011, the Coalition began providing direct services to adult learners when it started Project BEST, high school equivalency classes taught two nights a week at the White Settlement Family Resource Center. Today, the Coalition continues to provide professional development for adult and family literacy instructors through its Fourth Friday Forums, the Metroplex Literacy Conference and the DFW Literacy Symposium. In addition to Project BEST, the Coalition oversees English language classes for immigrants and refugees twice a week at Agape Baptist Church, partners with Fort Worth ISD Adult Education to provide an adult basic education class four mornings a week. The Coalition partners with two other community based literacy organizations through Project LEARN, the Literacy Education and Reading Network, to offer a program of individual tutoring for adults with low level reading skills. The Coalition also offers information and referral services for adults who need help to find literacy programs and support services in and around Tarrant County and is an advocate for literacy services throughout the state of Texas. The Tarrant Literacy Coalition is a founding member of the Tarrant County Adult Education and Literacy Consortium.