



Job Title: Lead Database Resource Specialist
Reports to: Database Manager

Company Overview:

Founded in 2002, by the United Ways of New Jersey, NJ 211 is a nonprofit created to help people find community resources that address the basic needs of life – food, shelter, health care and more. NJ 211 is mission-driven and works tirelessly, 24/7, to answer the call for help via phone, text, chat and through our online social service directory. The goal is to empower people with referrals, information and hope to address their needs. With an annual budget of \$9M from government and charitable dollars, NJ 211 has become a trusted resource that residents, professionals and state officials turn to times of personal crisis and statewide disasters. With national accreditation from Inform USA, NJ 211 utilizes best practices in delivering information and referral services.

NJ 211 is a friendly, fast-paced and demanding work environment. Our professional office offers a comfortable work atmosphere, conveniently located near Route 287 and Route 10. We value a life-work balance and provide four weeks PTO, flex time and hybrid schedules. Individuals with a passion for excellence and helping others will thrive at NJ 211.

Position Overview:

The Lead Database Resource Specialist (DRS) serves as the primary support contact for the Database team, overseeing, guiding, and monitoring their activities. This role involves collaboration with local and county public health officers to secure community resources. The Lead DRS is also tasked with ensuring timely updates to the database.

Responsible for the collection, organization, and maintenance of the NJ 211 Resource Database, the Lead DRS ensures that the database is accessible to Community Resource Specialists and the general public through the public-facing website. Additionally, the Lead DRS supports NJ 211 operations by gathering data, fostering relationships, and sending annual solicitations to all listed agencies, alongside managing data input into the database management software.

Further duties include conducting follow-ups with new community and social service agencies, documenting relevant information about their activities in designated categories to meet established standards. As a frontline representative interacting with the public and various service agencies, the Lead DRS is expected to uphold a professional demeanor and respond in alignment with the mission, vision, and values of NJ 211.

Responsibilities:

- Add and update agencies and services to the database
- Assist Database Resource Specialists (DRS) to ensure updates are accurately entered in a timely manner
- Create, enter, or update all resources currently in the database
- Keep statistical records of all agencies updated in database, etc., as necessary
- Assist in training new DRS staff
- Meet defined KPIs for agency verifications
- Participate in system testing and troubleshooting, and working with vendors to rectify identified issues
- Verify, organize, and abstract data collected as necessary
- Post all code blue activations, deactivations and warming or cooling centers in a timely manner
- Communicate with county office of emergency coordinators regarding the process of submitting code blue information to NJ 211
- Assist the Database Manager with the development, management and implementation of Resource Team policies and projects; develop and maintain related documentation
- Participate in workgroups as assigned and as they pertain to information resource management, program effectiveness, data collection, and dissemination
- Assist in the development and occasional revision of internal 211 database standards or guidelines and ensures that data is managed accordingly
- May perform outreach education and/or attend events or meetings with service agencies or partners as required
- Support the contact center by answering calls, text and chats requests as needed
- Other duties as assigned.

Qualifications:

- College degree in library science or health/human services preferred
- Database management/manipulation experience preferred.
- Strong administrative and technical background required.
- Ability to use information resources and technology to acquire and organize information
- Inform USA certification when eligible

Physical Requirements and Working Conditions

- Prolonged periods of sitting at a desk and working on a computer.
- The ability to lift promotional materials. Must be able to lift 15 pounds at times.

NJ 211 is a disaster response organization working in partnership with the state emergency operation center. This requires all staff to be available during times of emergency, to work beyond normal hours and/or flexible hours to meet needs.

FLSA: Non-Exempt. This position is eligible for overtime. This position is hybrid and requires some days in the office.

The salary for the Lead Database Specialist is up to \$22.23 per hour.

NJ 211 offers a generous benefits package. Employee benefits include health, vision, dental, and life insurance, 401(k) savings plan with employer match, paid time off, paid holidays, and hybrid work schedule.

Temporary staff must be with the organization for six months in order to be considered for regular full time employment within the organization.

NJ 211 does not discriminate based on race, color, national origin, sex, religion, age, disability, sexual orientation, gender identity, veteran status, height, weight, or marital status in employment or the provision of services and is an equal access/equal opportunity employer.

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