



Job Title: 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 email. The goal is to empower people with referrals, information and hope to address their needs. With an annual budget of \$7M 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 AIRS, NJ 211 utilizes best practices in delivering information and referral services.

Position Overview:

The Database Resource Specialist is responsible for collecting, inputting, revising, and indexing information about social service agencies and their programs, within the NJ 211 Resource Directory. The Directory is used by NJ 211 Community Resource Specialists to refer clients to local resources that help with hundreds of different human service needs. The Directory is also available for self-service use on NJ 211’s public website.

The Database Resource Specialist verifies information about community resources by contacting listed agencies and facilitating their review of their records. Further, the Database Resource Specialist proactively seeks out information pertinent to the Directory, by conducting outreach to nonprofit agencies to learn about new programs and changes to existing ones. The outreach will be virtual and in-person and will consist of attending gatherings where community organizations come together, such as county advisory committees, task forces and workgroups. Given that this role involves interaction with service agencies and the public on behalf of NJ 211, the Database Resource Specialist is expected to communicate professionally, present a professional image, and work in a manner consistent with the organization’s mission, vision, and values.

Responsibilities:

- Collect, input, revise, and index information about social service agencies and their programs.
- Attend in-person and virtual events to interface with staff from new and existing agencies, and perform outreach and education as required.
- Support agency professionals who use the website to self-service update their records, including account creation, account servicing, and password resets.
- Verify listed information by communicating directly with social service agencies.
- Follow agency data quality policies and style guide to ensure Directory listings are searchable, usable, organized, and consistent.
- Assess agencies and their services for inclusion in the Database.
- Respond to email inquiries about the Database and its listings.
- Assist the Database Manager with the development, revision, and implementation of Database-related policies and projects.
- Participate in workgroups as assigned and as they pertain to information resource management, program effectiveness, data collection, and dissemination.

- Participate in troubleshooting the Database software, documenting and escalating issues identified while working in the Database.
- When needed will support the Call Center by answering calls, text and chats requests.
- Other duties as assigned.

Qualifications/Requirements:

- Two or four-year degree in Library Sciences, Communications, English, or health/human services preferred
- Inform USA (AIRS) certified preferred
- Experience maintaining database listings preferred
- Ability to learn new software applications
- Ability to utilize information technology to research and organize information
- Ability to perform tasks in accordance with policies that inform work quality
- Oral and written communication skills
- Attention to detail
- Ability to organize work tasks
- Problem solving
- Bilingual Spanish a plus
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This position may require travel within NJ up to 10%

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 position. This position is eligible for overtime. This position will work a hybrid work schedule and is a temporary position.

The hourly rate will be \$19.00 an hour.

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.