

Information and Referral Specialist

FLSA Status: Covered
Bargaining Unit: District Council of Trade Unions (DCTU)

General Summary

Under general supervision, positions in this class perform information and referral services in the City’s centralized Information and Referral Unit within the Office of Neighborhood Involvement.

Information and Referral Specialist - 30000016

Distinguishing Characteristics

Positions in this class respond to a wide variety of inquiries directed to the City of Portland and Multnomah County Information and Referral Line. They also provide in-person service to walk-in customers at City public buildings; and respond to all e-mail requests from the City of Portland public website. Incumbents assess customer needs and provide information and referral to appropriate city, county or community resources; maintain and update an extensive database of local government and social services resources and also a City and County employee database; and perform related administrative duties. Work requires substantial multi-tasking and problem solving. Incumbents perform the full range of assignments independently within established parameters, requiring application of established rules and regulations.

Typical Duties/Examples of Work

1. Receives a wide variety and high volume of inquiries by telephone, in person or via email; elicits information from callers to determine nature of the problem or question; routes to appropriate parties for response or provides basic information on City and County policies, procedures, laws, resources, ordinances, rules, regulations and codes; provides limited advice and counsel on issues such as mental health, crisis, and resource services; and, as appropriate, provides referrals to nonprofit, community service or other local jurisdictions.
2. Creates, updates, and maintains an extensive database of local government and social service resources as well as employee databases; works with City, County and other local organizations to update data and ensure accuracy.
3. Conducts research; responds either verbally or in writing to requests for information and complaints from constituents; facilitates problem resolution by working with other bureaus and departments; within limits, may advocate on

behalf of the patron; composes routine correspondence on behalf of public officials and agency staff in response to email inquiries.

4. Provides assistance to City bureaus and County departments during emergencies by providing emergency information to the public through the Information and Referral Line.
5. Composes, formats, proofreads and produces quality word-processed documents, which require specific program knowledge, including newsletters, organizational charts, and brochures using desktop publishing software.
6. Establishes, compiles, maintains and retrieves specialty computer and/or hard copy files; produces reports from computerized databases and spreadsheets; records and tracks call data and statistics and produces reports.
7. Provides phone system support as the system default for Multnomah County. Triage phone problems and assists customers in navigating phone systems to reach appropriate parties.
8. Provides administrative support to bureaus by providing process support and information dissemination to customers at the front desk of the Portland Building.
9. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: effective customer service practices; proper English grammar, spelling and usage; effective office operations and procedures; operation of a variety of office equipment and machines; alphanumeric filing systems; local jurisdiction services and organizational structures; phone systems navigation.

Ability to: establish and maintain effective interpersonal relationships with a diversity of others; communicate effectively, orally and in writing; provide effective customer service; effectively problem solve, discern appropriate responses and alternatives, and apply judgment within established parameters; work with difficult individuals and sensitive situations, work effectively in a multi-task environment; maintain confidentiality; interact positively with customers;; research information including using the internet; compose and format correspondence and reports; diffuse and resolve difficult or hostile situations; work independently.

Skill in: keyboarding, data entry and word processing software; spreadsheet packages and database tracking tools; oral, written and graphic communication; effective problem-solving judgment; accurate record keeping

Special Requirements

Some positions may require ability to speak Spanish, Russian, Vietnamese or other foreign language fluently.

Classification History:

Adopted: 06-09-04

June 2009 - Change Job Class number from 0110 to 30000016, due to system change.

Working Conditions

Work in this class is typically performed in an office environment or at a front desk in a public building. Incumbent is typically required to deal with difficult or distraught customers on City property with support available.