

## POSITION ANNOUNCEMENT

### The Advocacy Center

**Position:** Resource Specialist

**Status:** Part Time (25 hours/week) - non-exempt

**Available:** Immediately

#### **Key Responsibilities:**

- Gather information from customers (callers & walk-in), including information on consumers needs and program eligibility
- Enter customer information into database
- Refer customers to appropriate resources, both internally and externally
- Solicit customer feedback for entire agency
- Maintain and distribute welcome packets
- Maintain database of resources
- Maintain monthly, quarterly, and annual statistics on program activity

#### **Key Qualifications:**

- Bachelor's degree or equivalent combined education and experience
- Excellent listening skills
- Excellent verbal and written communications skills
- Proficient understanding of disabilities
- Ability to work with people from a variety of cultures
- Excellent organizational & problem solving skills
- Bilingual in English & Spanish strongly preferred
- Experience in call center environment preferred
- Ability to effectively use technology (Microsoft Access, Word, Excel, etc.)
- Commitment to mission and vision of The Advocacy Center

**Send resume and cover letter describing your interest in the position by September 12, 2011**

**to:** Jason Blackwell, The Advocacy Center, 590 South Avenue, Rochester, New York 14620.

Email: [jblackwell@advocacycenter.com](mailto:jblackwell@advocacycenter.com)

*The Advocacy Center builds the capacity of individuals with disabilities and their families to advocate for themselves, realize their personal goals, and make positive changes in their lives and in their communities. The Advocacy Center values diversity, individuality, choice, innovation and quality.*

*The Advocacy Center is committed to equal opportunity employment.*