

FSA NEPA is looking for a per diem 211 Resource Navigator. Schedule would be Monday through Friday 9am to 2pm. **\$14.00/hour.**
This is a work from home position.

2-1-1 Resource Navigator

QUALIFICATIONS: Associates Degree and at least two years of customer service experience required; Bachelor's degree in social work or health or human services related field plus two or more years of experience in health or human services, social work, or related non-profit organization preferred. Good community networking skills, public speaking skills and written and oral communication skills preferred. Excellent phone etiquette, including exhibiting friendliness while controlling the conversation. Familiarity with personal computer word-processing and databases required.

GENERAL DUTIES: The 2-1-1 Resource Navigator handles customer inquiries by phone, text, chat, email or other media from individuals seeking assistance with human services information or resources. The individual ensures that responses to inquiries are completed according to established service and quality standards. This position focuses on showing empathy, patience, and professionalism while referring callers to the appropriate human service agencies that have the necessary resources to assist them with their basic needs of food, clothing, and shelter, etc. The ideal candidate will effectively and compassionately maintain the confidentiality of all caller information. Regular and predictable attendance is an essential function of this position.

Interested individuals should submit a cover letter and resume to:

**Janyne Gurnari, MHRM, PHR, Chief Operating Officer
FSA NEPA
31 West Market Street
Wilkes-Barre PA 18701
Fax: 570-602-3101
Email: jgurnari@fsanepa.org**

FSA NEPA is an equal opportunity employer.