



***Healthy Mothers, Healthy Babies Coalition of Georgia, Inc.***  
**Information & Referral Specialist II, Part-time**

HMHB seeks a dynamic professional to join our Call Center Team in providing excellent customer service to families across Georgia.

**Classification:** Non-Exempt, Part-time (20-30 hours a week)

**Reports to:** Call Center Manager

**Salary:** \$15/ hour

**Requirements:**

- Bachelor's Degree, Master's preferred (or equivalent parent helpline training).
- One year experience in customer/client service. Preference given to experience with information & referral system, call center.
- Ability to work a flexible schedule week days between 8AM and 6PM.
- Ability to work "on-call" as needed.
- Experience with data systems/entry, phone systems, word processing/computer systems. Preference given to experience with healthcare databases, family casework tracking.
- English fluency in reading, writing, and speaking preferred.
- Experience working with supportive counseling in domestic violence, 911, or crisis intervention/hotline
- Ability to act as client advocate in order to coordinate required services or to resolve emergency problems in crisis situations.

**Responsibilities:**

1. Answer incoming telephone calls to the 1-800-Children Helpline; extract information from callers. Assess client situations and determine appropriate referrals or course of action.
2. Provide excellent customer service and maintain positive caller engagement on all calls.
3. Utilize central intake data system and screening tools to process referrals; make the most appropriate referral(s) as outlined in the Policies & Procedures Manual.
4. Document all aspects of client interaction in customized computer database.
5. Complete follow-up calls to clients as assigned.
6. Abide by all Federal and State Laws to include HIPAA and FERPA.



7. Assist with maintenance of online resource directory, knowledge of healthcare and public health services, community resources, and relevant policy issues.
8. General office duties as assigned, such as word processing, posting mail, maintaining the office systems and environment.
9. Other duties as assigned by supervisor.

**To Apply:** Please email your current resume and a cover letter in one PDF file expressing your interest addressed to Shamonica McGill, Call Center Manager, at [thecoalition@hmhbga.org](mailto:thecoalition@hmhbga.org). Please no phone calls.

**Deadline:** We request that candidate documents be submitted by February 15, 2019. The position will stay open until filled. Due to the high volume of applicants, only candidates selected for initial interviews will receive a response.