

**At Home Agent**

**Department:** 2-1-1 Sacramento  
**Classification:** Part-Time  
**Reports To:** Call Center Manager

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**Summary:**

The At Home Agent is responsible for delivering consistent and professional service from their home, to callers with health, human and social service needs via a web based computer phone system.. Calls/contacts will range from simple requests for information to complex cases with multiple needs requiring research, advocacy and crisis intervention. The Agent will assess and refer callers to appropriate services. The Agent will also perform data entry operations.

This position will work shifts within the hours of Monday thru Friday 6pm to 7am, and All Day Weekends – 4 to 8 hour shifts.

**Essential Duties and Responsibilities:**

- Agent will be using a 211 issued laptop, answering 2-1-1 inbound calls using a web based phone system, from their residence.
- Answer incoming calls on assigned schedule, assessing caller's needs and making accurate referrals as necessary.
- Develop deep working knowledge of the local health and human services network in order to help callers effectively access services.
- Perform data entry from telephone interviews (caller data collection).
- Work effectively independently.
- Answer general information queue, when not assigned to specialty queue.
- Perform additional duties and/or responsibilities as assigned.

**Qualifications:**

- Agent will need to have home high speed data connection and internet access capabilities.
- Agent is expected to have their computer dedicated to 2-1-1 needs during assigned shift hours.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required.

**Education and/or Experience:**

- Two years of college and/or technical school; or
- Three year's experience in Information and Referral/Assistance **or** equivalent experience; or
- Working experience with health and human services organizations that service seniors, children and families.

**Other Skills and Abilities:**

- Effective verbal and written communication skills.
- Ability to communicate effectively and tactfully with diverse and multi-cultural individuals, being non-judgmental and respectful of the confidential nature of the job.
- Good reading comprehension and analytical skills.

**Computer Skills:**

To perform this job successfully, an individual should have a good computer aptitude and working knowledge of Microsoft Office software.

**Certificates, Licenses, Registrations:**

- Seek and attain Certified Information & Referral (CIRS) credential when eligible.
- Must have a valid Class C California Driver's License and access to a personal vehicle for use during working hours.

**Training**

- Agent will receive paid classroom instruction combined with 2-1-1 Inbound Call Training at our main call center location. Training is mandatory and will take place Monday thru Friday for approximately two weeks prior to starting after -hours shift. Additionally, Agent will need to attend ongoing paid training meetings as scheduled.

**Application Process:**

Please submit resume and letter of interest to:

Robert Diercks  
2-1-1 Sacramento  
2020 Hurley Way, Suite 420  
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