

## Information and Referral Specialist:

Recovery Resource Council is seeking to hire an Information and Referral Specialist. Qualified candidates must be cooperative with others, tolerant, patient, and have excellent organizational skills conducive to an environment that is precise and consistent. The ideal candidate is able to work at a steady pace with a consistent workload. This position is designed for a technical expert who is proficient with data entry and able to utilize the following: The internet to search for resources, Microsoft Word, Excel, and Outlook. Excellent communication skills and comfort in working with individuals on the telephone are important.

We prefer the candidate of our choice to have knowledge trauma informed practices, substance use disorder, self-help and recovery groups, and community resources for people with substance use issues. The person we seek to hire will be a true advocate of the Core Values and Beliefs of Recovery Resource Council: Stewardship, Empowerment, Recovery, Vision, Integrity, Compassion, & Energy.

### Duties and Responsibilities:

Job Duties include but are not limited to answering a high volume of information and referral (I&R) phone calls in a timely manner, providing current, correct and appropriate information in a prompt, courteous and professional manner. This person is required to accurately track incoming phone calls and contacts. This position includes gathering intake information for individuals presenting for treatment for substance use and scheduling them for their visit with a case manager. We are seeking someone with a minimum high school diploma, G.E.D. or equivalent, bachelor's degree preferred. At least one year of experience in the substance use field and/or crisis intervention activities is a plus. A bi-lingual candidate is preferred.

Please complete our pre-assessment by following this link:

<https://assessment.predictiveindex.com/c60/ea7c6832-4245-434b-82e7-6fa1613777bd?type=candidateba>

Please submit your letter of interest to Christi Weaver,  
[c.weaver@recoverycouncil.org](mailto:c.weaver@recoverycouncil.org)

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