

**CITY OF SALEM  
INFORMATION SPECIALIST  
GRANT FUNDED**

00327

**NATURE OF WORK**

This classification is designed for a specific grant funded Information and Assistance Program service within the Parks and Recreation Department exclusively.

Work involves responding to telephone inquiries and advising callers of community resources available to older adults to meet specific personal needs. Community resources are provided and maintained by the Mid-Willamette Valley Senior Services Agency.

Work involves receiving telephone inquiries from members of the community, normally via telephone, assessing needs of older adults, accessing a computerized data base of resources, and providing information about available programs and services. Follows-up with callers to ensure assistance provided meet identified needs. Supervision is provided by the Recreation Supervisor responsible for the Senior Center who monitors performance and reports on activities to the Senior Services Agency. This is not a supervisory classification.

**ILLUSTRATIVE EXAMPLES OF WORK**

(Any single position of a class will not usually involve all of the essential duties listed, and many positions will involve essential duties which are not listed.)

Responds to inquiries covering a wide range of requests from simple to complex, normally via the telephone. Accesses a computerized data base of community resources and advises callers. Communicates clearly and distinctly to callers who may be confused or upset. Ensures caller inquiries remain confidential.

Maintains and accesses an accurate, current, computerized data base of community resources. Maintains a client data base for purposes of collecting, organizing and tracking inquirer data for appropriate referral and to identify gaps in services. Compiles collected data and prepares reports related to the information and assistance service being delivered. Participates in meetings and discussions about the delivery of information/assistance program grant services, as needed. Establishes and maintains cooperative working relationships with other human service organizations serving older adults.

Conducts follow-up inquires to ensure that an adequate linkage between the older person or their caregiver and the appropriate service was made. Advises other community advocacy programs of unusual or unique needs of callers.

May assist in referral services related to older adults on occasion.

#### **WORK QUALIFICATIONS**

Experience providing information services to older adults including clerical experience associated with computer data base access and report preparation; social service training related to older adults; or a combination of experience and training which includes the following knowledges, skills, and abilities:

Knowledge of community resources for older adults or the ability to acquire such knowledge within a short training period (six months).

Considerable skill in the operation of a personal computer in order to retrieve information, enter and revise information, compile data and produce reports.

Skill in the use of a variety of modern office equipment.

Thorough ability to communicate clearly over the telephone, listen actively, identify and assess client requests. Thorough ability to communicate effectively verbally and in writing.

Thorough ability to effectively interview people to secure specific types of information.

Thorough ability to assess needs of older adults and match to available services, to understand limits of service systems and the problems and issues confronting older adults.

Considerable ability to organize and deliver services with minimal supervision.

Ability to read and interpret complex administrative rules, policies.

Work is performed in an office setting involving prolonged sitting, use of keyboard and computer, operation of a telephone, communication of information to a variety of people, some of whom may be upset or confused. Work may involve interruptions.

---

Personnel Director

jobspec.327