



2-1-1 SACRAMENTO NEEDS VOLUNTEERS

“Help Our Callers Find the Resources They Need”

Position: Information and Referral Specialist

Volunteer Benefits:

- Learn about community resources
- Develop new skills, including client assessment.
- Gain customer service experience
- Improve computer and administrative skills
- Make a difference in the community
- Earn academic credit

Volunteer Duties:

- Link callers with social service programs using computerized, comprehensive database
- Collect and record demographic data on callers
- Communicate with people of diverse social, ethnic and economic backgrounds
- Use bilingual skills, if applicable

Volunteer Requirements:

- An interest in helping others
- Excellent communication skills
- Basic computer skills
- At least 4 hours/week for six months or equivalent
- Bilingual skills (a plus, but not required)

If you have any questions or wish to discuss volunteer opportunities, please contact Laurie Simon at (916) 447-7063, ext. 312, or email laurie.simon@211sacramento.org.