



## **Job Posting**

Job Title: Resource Manager  
Department: 2-1-1 Information & Referral Services  
Reports To: Vice President of Impact  
Job Status: Regular, Full-time, Salaried

Persons are recruited, hired, assigned and promoted only based on job-related criteria and without regard to age, color, familial status, gender, gender identification, marital status, national origin, non-job-related disability, race, religion, sexual orientation, veterans' status. EOE

### **STATEMENT OF THE JOB**

Responsible for all the activities pertaining to technology, program application software and data maintenance, record keeping of all Gryphon Place databases.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Supervises 2-1-1 Resource Specialists.
- Develops and implements database trainings.
- Analyzes and reports data.
- Oversees the development of all policies, procedures, and processes related to data management.
- Responsible for the management and development of databases and publications.
- Troubleshoots technology/hardware issues with systems (computer, phone, etc.)
- Serves as application software expert for all program applications.
- Serve as the liaison between staff and application software database providers.
- Responsible for the processes regarding setup and removal of staff within program application software databases.
- Evaluates the information content of the database through user feedback. Ensures that content, organization, and format of all databases are meeting the needs of customers and the community.
- Attends internal and external meetings, retreats, collaborative meetings, and professional training opportunities.
- Other duties as assigned.

### **EDUCATION AND EXPERIENCE**

Bachelor's degree in Computer Science, Business Administration, Data Management, or related field or Associate's degree in Computer Science, Business Administration, Data Management, or related field plus four years of equivalent experience.

Advanced computer technology experience required.

Successful completion of (within 12 months of employment):

Alliance of Information & Referral Systems, Inc. CRS-DC — Certification for Community Resource Specialist - Database Curator

Community Resource Specialist - Database Curator designation is acknowledgement of demonstrated competence in the development, implementation, and utilization of a resource database in the field of information and referral.

**KNOWLEDGE / SKILLS / ABILITIES:**

- Excellent communication skills.
- Resourceful and knowledgeable about community resources.
- Ability to work independently and collaboratively as a team.
- Strong organizational, record keeping, and prioritizing skills required.
- Expert level knowledge of and experience with computer systems (spreadsheet/data entry/word processing) and technologies, as well as a commitment toward continuing education to maintain pace with technological advances within the field for information and referral and other program application database management.
- Attention to detail and ability to handle multiple tasks.
- Ability to complete assignments on time and stay on task with minimal direction.

**PHYSICAL REQUIREMENTS:**

- This position is remote and will require to work out of approved home office setting.
- This is largely a sedentary role; however, some filing and other clerical tasks are required. This would require the ability to regularly sit, bend, stand, talk, hear and use hands and fingers to operate a computer and telephone, reach, stoop, knee as necessary as well as require the ability to lift at least 20 lbs.

**SCHEDULE:** 40 hours per week, Monday – Friday 8:00 to 5:00. Schedule may be flexible with prior approval from direct supervisor.

**Please apply with cover letter and resume by Friday, May 7, 2021.**

**Email:**

Attn: Maricela Alcala  
Malcala@gryphon.org

**Fax:**

Attn: Maricela Alcala  
(269) 381-0935

**Mail:**

3245 S. 8<sup>th</sup> Street  
Kalamazoo, MI 49009