



Position Description Info and Referral Specialist – Mason County

Title: Info and Referral Specialist – Mason County	FLSA: Non-Exempt
Wage Range: 32	Reports To: Lead Energy Client Services Specialist
Last Update: July 2026	Type: Full Time

Summary:

The I&R Specialist leads front-of-the-house operations for the Mason County office through duties that encompass client service delivery and administrative support to program staff, including (but not limited to): directing client calls to appropriate staff/department and providing information and referrals to callers/visitors to other service providers; managing and coordinating the Mason County office as a whole. Supports agency communication efforts to ensure accurate and timely information is being shared with the staff, community partners and the community. This is an onsite position and not eligible for remote work.

Typical Work:

- Receives and announces scheduled clients to their appropriate areas.
- Disseminates appropriate program information and referral to clients in person, by e-mail, and by phone.
- Provide administrative support that will include computer skills, mail, filing, administrative tasks, data entry, phones, and other incidental office procedures.
- Manages and coordinates building/facility maintenance, inventory, and supplies; as well as communication devices (computers, faxes, phones, internet, etc.) in collaboration with the office supervisor.
- Secondary point person for securing the building, including all related activities, i.e., alarm system arming/disarming, appliances, doors locked/unlocked, etc. along with the office supervisor
- Attend outreach events when needed.
- Provides support to the Energy Department, including:
 - Scheduling appointments and making reminder calls.
 - Mailing and receiving homebound applications
 - Processing Cascade Natural Gas Bill Discount Rate and verification applications
 - Requesting billing histories
 - Cross check files
- Provides support to the Housing Department, including:
 - Has access to housing staff calendars to schedule appointments when appropriate,
 - Assists with supporting clients who need items from the resource room
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 - When needed, assist with any pre-screening administrative tasks
- Performs other duties as required and/or assigned.

Education & Experience:

- High School Graduate or GED equivalent;
- Three years of experience in social services agency or office setting.

Required Requirements:

- Washington State Driver's license

Knowledge and Abilities:

Technical Skills:

- Knowledge of basic administrative procedures; office practices; correspondence preparation; state and departmental policies; management procedures and practices.
- Competent and proficient with computer software programs such as Excel, Microsoft Office Suite, Adobe; and ability to learn other software programs employed by the Council.
- Knowledge of social media platforms

Teamwork:

- Ability to bring positivity, collaboration, teamwork, compassion, and kindness into working with a collaborative team;

Decision Making:

- Able to analyze, evaluate, and synthesize information is essential for making informed decisions.
- Able to think creatively to identify unique and effective choices.

Time Management:

- Ability to manage time effectively and meet deadlines while still maintaining accurate, professional results.

Organization:

- Efficiently organize assignments, establish priorities, and manage workloads independently.
- Ability to effectively coordinate a variety of projects simultaneously; plan and conduct the operation of an office; Develop accurate and meaningful reports; assist in the development of new programs and evaluation of existing programs.

Communication:

- Uses active listening techniques by listening attentively to others, considering their input, and asking clarifying questions can lead to better-informed decisions in group settings.
- Demonstrated ability to communicate and effectively interact with people across cultures, ranges of ability, genders, ethnicities, and races.

Adaptability:

- Understanding of adapting to changing work environments. Prioritize tasks and adapt quickly to evolving organizational needs, ensuring efficient task completion.

Emotional Intelligence:

- Understanding your own emotions, biases, and preferences is crucial for making unbiased decisions.
- Recognizing and understanding the emotions and perspectives of others is essential, especially in interpersonal and group decision-making contexts.
- The ability to manage your emotions and stay calm under pressure is important for making rational decisions

DEI (Diversity, Equity, and Inclusion):

- Ability to work with efficiency and flexibility, with a commitment to developing equitable and supportive team practices that promote team members health, wellbeing, and sustainability.
- Engage in training, conversations, and operationalize equity, diversity and inclusion within the programs and teams.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to remain in a stationary position 90% of the time.
- Be able to occasionally move about inside the office to access file cabinets, office machinery, etc.
- Able to constantly operate a computer and other office productivity machinery like copiers and computer printers.
- Able to communicate verbally and in writing with others.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment includes an office environment which is usually quiet.

The statements contained in this position outline reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other related duties as assigned including work in other areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Acknowledgment

I have read the above job description and understand the requirements. I have the ability to perform all of the functions listed above with, or without reasonable accommodation. Furthermore, I understand that this is not to be construed as an employment contract. I acknowledged having received a copy of this job description.

Employee Signature

Date