

Full job description

Job Vacancy Notice

Opening Date: September 28, 2026

Closing Date: Open Until Filled

Work Location: 6811 Indiana Avenue, Suite B Lubbock, Texas

Hourly Pay Rate: \$15.70-\$19.00/hour

Group/Classification: Full Time

Department: 211 Texas South Plains/Permian Basin Area Information Center

Information and Referral Specialist

211 Texas South Plains/Permian Basin

Job Description Summary:

South Plains Association of Governments is seeking a qualified individual with call center and social services experience to join our team. This position is responsible for providing health and human resources to the South Plains and Permian Basin regions as well as the State of Texas.

Required knowledge, skills, and abilities: basic knowledge of community resources; computer knowledge required-Microsoft Office suite and internal database systems; effective communication skills both oral and written; Bilingual ability (English and Spanish) preferred; ability to work well with all types of people.

Education and training may include a Baccalaureate degree (or currently enrolled) in social sciences, public or business administration, education, or related field; OR Associates Degree (or currently enrolled) in an appropriate field and two years of experience with the non-profit community in the South Plains region; or any appropriate combination of training and experience that provides the required knowledge, skills, and abilities for the position.

The starting salary range for this position is \$15.70-\$19.00 hourly and is determined based on experience and conformity to the job description. The South Plains Association of Governments is an Equal Employment Opportunity Employer. Please send resumes to Ayda Martinez via email at amartinez@spag.org or mail them to 6811 Indiana Avenue, Suite B Lubbock, TX 79413.

Essential Job Functions:

- Answer phone inquiries for information regarding community services.
- Must be able to sit for up to 8 hours per day answering phone calls.
- Provide appropriate referrals to clients from internal database.
- Seek follow up response(s) regarding outcomes and effectiveness of referral(s).
- Attend program related trainings to acquire mandatory certifications.
- Be prepared to handle calls related to crisis and disaster situations.
- May include travel across the South Plains/Permian Basin regions.

Job Type: Full-time

Pay: \$15.70 - \$17.12 per hour

Work Location: In person