



Job Posting

Job Title: Part-Time Information and Referral Specialist

Department: Finance, Administration and 211

Supervisor: Helpline Supervisor

FLSA Status: Part-time, Temporary, Non-Exempt

Approved Date: March 6, 2019

Summary:

Do you want to be a part of a dynamic team, help your community and have the ability to work from home? Come join United Way's 2-1-1 Helpline. 2-1-1 is an Information & Referral Helpline providing referrals to non-profit and health and human service agencies to people in need. Our mission is to connect people in need to resources that can help.

This is a grant funded, temporary position with the possibility of becoming a permanent position after one year with satisfactory performance. **Mandatory work from home on Sundays (equipment provided) and you can select what other days of the week work best for you.** This position is 20 hours a week.

Our ideal candidate will be service oriented, a team player, dependable, have the ability to work on several projects or tasks simultaneously and fit in to our fun environment. Benefits include, vacation and sick time, paid holidays, jeans days, on site gym and cafeteria, free parking, wellness plan and working from the comfort of your home. PT

Overview:

Perform varied administrative duties for the Helpline Supervisor. Answer inbound information and crisis calls from individuals in need of assistance. Request statistical and demographic information related to our callers to assist in the determination and tracking of unmet needs in the community. Record callers' information into the call center database, and provide referrals to the appropriate resources as needed. Place outbound calls to follow-up with a percentage of our callers to determine if their needs were met.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

1. Answer phone calls with appropriate tone of voice, paying close attention to voice inflection and volume.
2. Maintain a nonjudgmental attitude when speaking with callers, displaying sensitivity to all cultural backgrounds.
3. Identify and reflect the feelings of callers in crisis.
4. Assess the callers' needs or situation using pertinent questions and the principles of active listening.
5. Advocate for callers when appropriate.
6. Perform administrative and reporting duties, including external reporting, database updates, etc.
7. High level of professionalism, confidentiality and capacity to work independently
8. High level of written and verbal communication skills with attention to detail and organization.
9. Enter financial assistance application into Access Database
10. Make annual agency update calls.
11. Complete assessments for callers in high-risk situations.

12. Access the 2-1-1 database for resources and appropriately refer callers.
13. Identify requests for resources that are not available in our database and inform the call center database Manager of unmet needs.
14. Demonstrate proficiency in using call center software, computer hardware and telephone equipment.
15. Maintain accurate data collection on all calls.
16. Maintain an acceptable level of call handling and customer service performance as described by the 2-1-1 training standards.
17. Complete all training for new programs and services related to 2-1-1 and providing feedback as needed.
18. Actively participate in committees, teams, task force as needed.
19. Actively participate in 2-1-1 staff meeting
20. Ability to work alternative schedules and demonstrate flexibility in times of disaster.
21. Engage in and maintain knowledge of UWM programs and strategies.
22. Proactive in engaging in or seeking out self-learning opportunities.
23. Ability to work effectively as a team member and assist other staff members willingly.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Education and/or Experience:

Associate's degree from two-year College or university; and/or one to two years related experience and/or training in Social Services or Human Services.

Certificates, Licenses, Registrations:

None

Supervision Received:

Under immediate supervision, performs specifically assigned tasks only as instructed, subject to regular check of performance.

Language Skills:

English proficiency sufficient and Spanish preferred for communication with supervisors, co-workers, clients and customers. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of MS Office Outlook, Excel, Access and Word Processing software.

Other Qualifications:

Must pass all applicable background checks.

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.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee must occasionally lift and/or move up to 25 pounds.

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 noise level in the work environment is usually moderate.