



Job Description

Job Title: Information and Referral Specialist
Department: Finance, Administration and 211
Supervisor: Call Room Supervisor
FLSA Status: Full Time, Non-Exempt
Salary Level: 13
Approved Date: October 17, 2018

Summary:

Answer inbound information and crisis calls from individuals in need of assistance. Request statistical 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 call 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. Complete assessments for callers in high risk situations.
7. Access the 2-1-1 database for resources and appropriately refer callers.
8. Identify requests for resources that are not available in our database and inform the call center database Manager of unmet needs.
9. Demonstrate proficiency in using call center software, computer hardware and telephone equipment.
10. Maintain accurate data collection on all calls.
11. Maintain an acceptable level of call handling and customer service performance as described by the 2-1-1 training standards.
12. Complete all training for new programs and services related to 2-1-1 and providing feedback as needed.
13. Actively participate in committees, teams, task force as needed.
14. Actively participate in 2-1-1 staff meeting and attend a minimum of 3 UWM All Staff meetings yearly.
15. Ability to work alternative schedules and demonstrate flexibility in times of disaster.
16. Engage in and maintain knowledge of UWM programs and strategies.
17. Proactive in engaging in or seeking out self learning opportunities.
18. Ability to work effectively as a team member and provide assistance to other staff members willingly.

Rotating Weekly Schedule:

Mon	Tue	Wed	Thu	Fri	Sat	Sun
8:30-5 (O)	8:30-5 (O)	8:30-5 (O)	8:30-5 (O)	8:30-5 (O)	Off	Off
8:30-5 (O)	8:30-5 (O)	8:30-5 (O)	Off	Off	3pm-11pm (H)	3pm-11pm (H)
8:30-5 (O)	8:30-5 (O)	8:30-5 (O)	3pm-11pm (H)	3pm-11pm (H)	Off	Off
O - office	H - home					

Marginal Duties and Responsibilities:

1. Driving is a marginal function of this position.
2. Other duties as assigned.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Education and/or Experience:

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

Certificates, Licenses, Registrations:

None

Complexity of Duties:

A wide variety of duties requiring a general knowledge of related organization policies and procedures and their application to cases not previously covered.

Supervision Received:

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

Errors and Quality of Work:

Probable errors or quality of work problems usually detected in succeeding operations and generally confined to a single department or phase of organization activities. Most of the work is verified or checked. Corrections may involve back-checking by others.

Language Skills:

English proficiency sufficient 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.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

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 PowerPoint Design

software; Lotus Notes Internet software; MS Excel Spreadsheet software and MS Word Processing software.

Other Qualifications:

Must pass all applicable background checks. Must possess a valid driver's license from the state in which you reside. Must be approved to drive for the UWM business.

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.

Acknowledgements: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, management reserves the right to add, delete, and/or modify any of the job duties or requirements at any time.