



## Job Posting

**Company:** United Way of the Midlands

**Job Title:** Part-Time Information and Referral Specialist

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

**Location:** Omaha, NE

Do you want to be a part of a dynamic team and helping those in your community access resources they need? Come join United Way's 2-1-1 Helpline Team. 2-1-1 is an Information & Referral Helpline providing referrals to non-profit, health and human service agencies to people in need. Across the state of Nebraska and parts of Iowa, our mission is to connect people in need to resources that can help. **This position is 25-29 hours a week, with rotating weekends and evenings.**

Reporting to the Helpline Supervisor, 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. The Information and Referral Specialist will perform varied administrative duties for the Helpline Supervisor and answer inbound information and crisis calls from individuals in need of assistance.

### **Duties and Responsibilities:**

- Answer phone calls with appropriate tone of voice, paying close attention to voice inflection and volume.
- Maintain a nonjudgmental attitude when speaking with callers, displaying sensitivity to all cultural backgrounds.
- Identify and reflect the feelings of callers in crisis.
- Assess the callers' needs or situation using pertinent questions and the principles of active listening.
- Advocate for callers when appropriate.
- 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.
- Perform administrative and reporting duties, including external reporting, database updates, etc.
- Make annual agency update calls.
- Complete assessments for callers in high-risk situations.
- Access the 2-1-1 database for resources and appropriately refer callers.
- Identify requests for resources that are not available in our database and inform the call center database Manager of unmet needs.
- Maintain an acceptable level of call handling and customer service performance as described by the 2-1-1 training standards.
- Complete all training for new programs and services related to 2-1-1 and providing feedback as needed.
- Actively participate in committees, teams, meetings and task force as needed.
- Maintain agency updates in ICarol database.
- Assist with financial assistance applications by calling landlords and utility companies, and inputting into Microsoft Access.
- Assist managers with monthly reporting.

**Required Skills and Abilities:**

- High level of professionalism, confidentiality and capacity to work independently.
- High level of written and verbal communication skills with attention to detail and organization.
- Demonstrate proficiency in using call center software, computer hardware and telephone equipment.
- Ability to work alternative schedules and demonstrate flexibility in times of disaster.
- Engage in and maintain knowledge of UWM programs and strategies.
- Proactive in engaging in or seeking out self-learning opportunities.
- Ability to work effectively as a team member and assist other staff members willingly.
- Must be able to attain CRS within 2 years of employment.
- English proficiency sufficient and Spanish preferred for communication with supervisors, co-workers, clients and customers.
- Knowledge of MS Office Outlook, Excel, Access and Word Processing software.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**Education and/or Experience:**

- Associate's degree (preferred) from two-year College or University and/or one to two years related experience and/or training in Social Services or Human Services.

**Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer.
- Regularly reach with hands and arms and talk or hear.
- Occasionally required to walk; climb or balance and stoop, kneel, crouch, or crawl.
- Must occasionally lift and/or move up to 10 pounds.
- 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.

**Benefits:**

- Generous 401(k) Retirement plan
- Paid vacation and sick time
- Professional development assistance
- Tuition reimbursement
- Onsite cafeteria and gym
- Wellness Program

**How to Apply:**

Please submit your cover letter and resume to [resume@UWMidlands.org](mailto:resume@UWMidlands.org)

*United Way of the Midlands is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.*