



POSTING

Organization: United Way of the Midlands
Job Title: Database Curator – 211 Helpline
FLSA Status: Non-exempt, Full Time, Grant Funded
Location: Omaha, NE

Nebraska 211 (NE211) is the single, comprehensive source for health and social service information for the entire state of Nebraska and southwest Iowa. The Database Curator will be responsible for oversight and maintenance of a portion of the Community Resource Directory. Follow processes that assure accuracy, consistency, integrity, and timeliness of the database. Evaluate data management practices and recommend system enhancements.

Duties and Responsibilities:

- Responsible for gathering, updating and entering data for new and existing community resources. Ensure all records are updated at least once a year. Conduct follow-up, as needed.
- Follow formalized procedures for inputting and correcting agency information; continuously monitor and make recommendations on taxonomy applications and other reports, as needed.
- Use excellent grammar and writing skills to encapsulate and describe the details of an agency's services, eligibility requirements, intake procedure, etc.
- Generate relevant reports and lists for internal and external partners.
- Liaison with community partners. Assist in ensuring that terms of database-related grants, contracts and agreements are implemented and that full compliance is sufficiently documented.
- Assists Manager, Data Resources in keeping up to date with best practices for maintaining the resource database, and updates policy and procedure documents as needed.
- Provide back-up support in the Call Center, as needed.
- Other duties as assigned.

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.
- Must be able to speak and type with excellent grammar and spelling.
- Proofreading skills desirable.
- 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.
- Knowledge of database software; Internet software; MS Excel Spreadsheet software, MS Word Processing software, and MS PowerPoint Design software.
- Ability to obtain certification through the Alliance of Information and Referral Systems (Community Resource Specialist – Database Curator) **REQUIRED**. Ability to obtain certification through the Alliance of Information and Referral Systems (Community Resource Specialist) **PREFERRED**

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Education and/or Experience:

- Bachelor's degree preferred from four-year College or university in Social Services, Communications, or Library Science.
- Two years related experience and/or training in Database Maintenance, Social or Human Services, Library Science, or Communications.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer
- Ability to communicate clearly in person and over the telephone
- 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:

- Shared health, dental and vision insurance
- Generous 401(k) Retirement plan
- Paid vacation and sick time
- Employer paid life and disability insurance
- 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

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.