



Job Description

Job Title: Community Resource Specialist I
Department: 2-1-1
Supervisor: Helpline Supervisor
FLSA Status: Full-time, Non-Exempt
Approved Date: July 2021

Summary:

The Community Resource Specialist I is responsible to respond to individuals in need of assistance through multiple channels of communication.

Duties and Responsibilities:

- Answer phone calls, email, chat and text, demonstrating strong customer focus with all users of the service; ability to work with diverse populations within the context of developing the cultural competency needed, to provide appropriate resources to inquirers.
- Maintain a nonjudgmental attitude when speaking with clients, displaying sensitivity to all cultural backgrounds.
- Identify and reflect the feelings of callers in crisis.
- Assess the clients' needs or situation using pertinent questions and the principles of active listening.
- Advocate for clients when appropriate.
- Request statistical and demographic information related to our clients to assist in the determination and tracking of unmet needs in the community.
- Record clients' 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 clients to determine if their needs were met.
- Complete assessments for clients in high-risk situations.
- Access the 2-1-1 database for resources and appropriately refer clients.
- 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.

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.
- English proficiency sufficient and bilingual 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.

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.

Supervisor / Manager Signature

Date

Employee Signature

Date