

**Position:** 2-1-1 Information Specialist (FT)  
**Department:** 2-1-1  
**Reports to:** 2-1-1 Call Center Manager  
**Date Prepared:** August 2018

### **ORGANIZATION SUMMARY**

United Way of Salt Lake's (UWSL) mission is to build powerful partnerships that achieve lasting social change. We implement data-driven, equitable practices to eliminate barriers to success, and create opportunities and solutions that assist people to achieve their goals, dreams, and human potential. Our workplace is fast-paced, progressive, innovative, friendly, and adaptive; our core values are: Relationships, Results, Innovation, and Continuous Improvement. At UWSL we believe in celebrating success, learning from failure, and setting ambitious goals. We offer competitive compensation including a comprehensive benefit package, generous paid time off, and flexible schedules - all contributing to our unique company culture.

### **POSITION SUMMARY**

This position is for the purpose of helping with 2-1-1 incoming calls. It is a 32 up to 40 hour full time position. This position is to be scheduled within regular business hours 8am – 6pm, Monday through Friday. Hours are subject to change as needed due to call volume demands.

### **ESSENTIAL FUNCTIONS**

1. Respond to requests from the residence of Utah for information about available programs to assist with their basic needs. Through government, health, and human service agencies. Also to help those seeking volunteer opportunities
2. Maintain accurate record of calls received
3. Gather data from contact interactions and accurately enter data in 211 database
4. Follow call process as required for quality or contract specifications
5. Perform follow-up contacts with clients or service providers as needed or required by standard process
6. Handle crisis contacts according to required procedures and connect to appropriate agency and/or de-escalate the situation
7. Help with promoting the center by occasionally participating in public relation efforts
8. Ensures any communication efforts are handled appropriately and as outlined by process expectations
9. Flexible schedule and available for holiday coverage
10. Performs other related duties as assigned by the supervisory personnel

### **REQUIRED COMPETENCIES**

- The understand and demonstrate soft skills throughout different means of communication
- High standards of professional ethics and conduct
- Strong interpersonal skills
- Strong phone and digital communication skills
- Able to give and receive feedback that moves our work forward
- Able to build rapport and trust with contacts
- Can work in high stress environment and remain results driven, maintain energy, and maintain quality expectations

- Able to multitask and work with different programs on a daily basis
- Reliable and trustworthy
- Ability to be flexible
- Action-oriented individuals that enjoy taking new experiences

### **QUALIFICATIONS**

- 1-2 years of directly related experience; education or training in human services preferred
- Must be able to work in a professional manner with a wide variety of personalities
- Demonstrate strong written and oral communication skills both in English and Spanish
- Proficient in Microsoft and Google suites
- Bilingual in English and Spanish

### **PHYSICAL REQUIREMENTS**

The employee is regularly required to communicate clearly and exchange accurate information interpersonally or through communication devices. Must be able to learn new systems and procedures, prepare and analyze data and figures, constantly operate a computer and other standard office machinery. The position requires occasional movement throughout the office to access files, papers, or move supplies weighing up to 25lbs. Must be able to remain in a stationary position 75% of the time.

### **BENEFITS**

This is a non-exempt, full-time (32-40 hours per week) position; pay starts at \$13.50 per hour during a 30 day training period. Pay increases to \$15.00 after successful completion of training period.

### **APPLY**

Please visit UWSL's [Employment Opportunities](#). A complete application will include a resume and cover letter. You may contact [jobs@uw.org](mailto:jobs@uw.org) if you have any questions regarding employment opportunities.

*NOTE: The statements in this position description are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of the person employed. Also, the statements do not establish a contract for employment and are subject to change at the discretion of the employer.*