

Position: 2-1-1 Information Specialist (PT)
Department: 2-1-1 Information and Referral
Reports to: 2-1-1 Call Center Manager
Date Prepared: October 16, 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 part-time (20-30 hours) position with the possibility of increasing during certain months of the year. This position is to be scheduled within regular business hours 8am – 6pm, Monday through Friday. Flexibility is needed as hours are subject to change due to call volume demands.

ESSENTIAL FUNCTIONS

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

REQUIRED COMPETENCIES

- Demonstrate the understanding and application of soft skills (Empathy, Active Listening, Proper Phone Etiquette) 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 at the same time on a daily basis
- Reliable and trustworthy
- Ability to be flexible
- Action-oriented individuals that enjoys learning about human service systems

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
- Proficient in Microsoft and Google suites
- Demonstrate strong written and oral communication skills
- Bilingual (Spanish) preferred but not required

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, part-time (average 20-28 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 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.