

**Position:** 2-1-1 Lead Contract Specialist  
**Department:** 2-1-1  
**Reports to:** Director of 2-1-1 Operations  
**Date Prepared:** October 2018

### **ORGANIZATION SUMMARY**

United Way of Salt Lake (UWSL) is bringing together powerful partnerships to build lasting social change in our community. We envision an inclusive community where all people achieve their human potential. Our workplace is fast-paced, progressive, innovative, friendly, and adaptive. At UWSL we believe in celebrating success, learning from failure, and setting ambitious goals. And, the work we are doing in our community is creating change that will last for years to come. Our wages are competitive, the benefits package is comprehensive, and perks like flexible schedules and staff parties make every day unique. We have also been named one of Utah Business's Best Places to work, three years running.

### **POSITION SUMMARY**

This position is for the purpose of fulfilling ongoing and temporary contract expectations outlined by contracts procured by 2-1-1. This position requires flexibility since the work may differ depending on the contract. It is a full time 40-hour position with benefits. This position will mostly require work between regular office hours Monday – Friday from 8am – 6pm. There is a possibility to work outside of these hours depending on what contract request may be but there is also room for schedule flexibility.

### **ESSENTIAL FUNCTIONS**

1. Implement contract expectations. The majority of the time requirement will be a more in-depth interactions with 2-1-1 callers around a very specific need (ex. Transportation need)
2. Understand the different service providing systems that clients may need to navigate through
3. Follow-up and record information gathered from client interactions
4. Gather and record data in 2-1-1 database and/or partner database
5. Collaborate with other 2-1-1 teams to achieve contract expectations
6. Execute and prepare reports for contracted partners as outline by contract and as needed
7. Possibility of face-to-face interactions with the public
8. Attend partner meetings related to contract work
9. Build and maintain relationships with contracted partners
10. Communicate in a professional manner, both written and verbally, about aspects and outcomes of the body of our work to colleagues, leadership, and stakeholders
11. Support and coach other contract specialist in their work
12. Prepare and provide training for Information Specialists specific to contracts
13. Support phone coverage for regular 2-1-1 calls as needed
14. Other duties as assigned

### **REQUIRED COMPETENCIES**

- Strong interpersonal skills; able work with diverse groups and individuals in a variety of levels
- Communicate effectively in different modes, to different groups, for very different reasons
- Drive results; responsible to meet expectations outlined in the various Operations related contracts
- High standards of professional ethics and conduct

- Accurately gather, track and visualise information
- Must be a self-started who's able to instill trust in others
- Able to multitask and work with different programs on a daily basis
- Flexibility and skill to quickly shift between projects and change

#### **QUALIFICATIONS**

- Bachelor degree or higher and/or related experience in the area of Human Services
- 1-2 years of professional work experience
- Proficient with Microsoft and Google suites
- Bilingual (Spanish) preferred

#### **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, hourly position; wages commensurate with experience.

#### **APPLY**

Please visit <https://uw.org/about/careers/> to apply for our current openings. 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.*