

**Position:** 2-1-1 Contract Assistant (Temporary; FT or PT)  
**Department:** 2-1-1  
**Reports to:** Lead Contract Specialist  
**Date Prepared:** December 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 scheduling tax appointments for Utah Tax Help, during the busiest weeks of tax season. This position is temporary and will begin as early as January 14, 2019 for training. Scheduling will begin on January 23rd and end on April 3. This position will work 40 or 28 hours a week.

### **ESSENTIAL FUNCTIONS**

1. Respond to requests from the community to schedule appointments at free tax clinics around the state through call, text and chat
2. Respond to VITA related questions when applicable
3. Maintain accurate record of appointments made
4. Request data from callers and accurately record in database
5. Follow call process as required for quality and contract specifications
6. Performs other related duties as assigned by the supervisory personnel

### **REQUIRED COMPETENCIES**

- Be empathetic to the caller even when situation on the call might be difficult
- Strong communication skills and are able to give and receive feedback
- Build trust quickly on a call and communicate sometimes difficult information
- Take control of the call and set boundaries
- Work in a sometimes high stress environment
- Able to multitask and work with different programs on a daily basis
- Reliable and trustworthy both with their team and for the callers
- Be flexible since change is always happening on the call floor

### **QUALIFICATIONS**

- High School Diploma or higher AND related customer service experience
- Must be able to work in a professional manner with a wide variety of personalities and backgrounds
- Demonstrate strong written and oral communication skills both
- Demonstrate and document ability to work with multiple software, databases, and other programs

- Excellent interpersonal and problem solving skills
- High standards of professional ethics and conduct
- 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, temporary position; hourly 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.*