UNITED WAY OF SALT LAKE
JOB DESCRIPTION

Job Title: **Seasonal Information Specialist**
Supervisor: **2-1-1 Director**
Program: **United Way 2-1-1**
Date Prepared: **June 27, 2012**

Position Overview
This is a seasonal position from fall 2012 to spring 2013 for the purpose of helping with incoming calls, especially from people seeking holiday and tax assistance. Office hours during this time will be 8:00 am to 6:00 pm and staff will be scheduled to work shifts within these hours. Hours are subject to change as needed due to call volume demands. Temporary employees do not qualify for benefits, with the exception of paid legal holidays.

Key Responsibilities:

- Respond to requests from the community for information about available programs, volunteer opportunities, and human service agencies (Response is mainly over the telephone, but sometimes requires in-person contact for walk-ins)
- Assist with updating and maintaining community resource lists, volunteer database information, weekly listing of volunteer opportunities in the newspaper, and general resource files
- Maintain accurate record of calls received, contacts with agencies and follow-up contacts with clients or service providers
- Help with promoting the center by occasionally participating in public relation efforts - May involve some public speaking and/or participating in community resource events
- General office duties as assigned, including data entry

Qualifications:

- Work or volunteer experience in a social service environment and working knowledge of community programs
- Bachelor's degree in social or behavioral sciences **OR** equivalent directly related work experience
- Hiring preference will be given for bilingual/fluent Spanish
- Ability to work well under stress during busy periods and to initiate work projects during slower periods
- Public speaking experience helpful
- Demonstrated computer proficiency in database, Internet, and word processing programs
- Excellent telephone skills including; the ability to listen to people in stressful situations, ability to assess client's need(s) and to communicate accurate information in a compassionate and caring manner
- Ability to interact effectively with diverse personality types and people from all socio-economic backgrounds