

Position: 2-1-1 BILINGUAL INFORMATION SPECIALIST (PART-TIME)
Hiring Organization: United Way of Salt Lake
Salt Lake City, UT
Department: 2-1-1 INFORMATION AND REFERRAL
Reports to: 2-1-1 OPERATIONS MANAGER
uw.org
Date Prepared: June 18, 2015

ORGANIZATION BACKGROUND AND EVOLUTION

United Way of Salt Lake (UWSL) has made a promise to our community – to change the odds so all children and their families have the same chance to succeed in school and life. Our role has evolved from primarily a fund-raising, fund distribution organization to what it is today - a community problem-solving organization, dedicated to advancing the education, income and health of our neighborhoods and communities to ensure that every child succeeds, every step of the way, from cradle to career.

UWSL has adopted a unique approach to community problem-solving called Collective Impact. Collective Impact brings many different sectors together to find new and innovative ways to address challenges and develop lasting changes.

UWSL is committed to excellence. We have adopted high standards of accountability and operate with integrity and transparency. We provide outstanding customer service.

WORK ENVIRONMENT

UWSL's work environment is fast-paced, friendly, committed, nonpartisan, and ever changing. Employees are dedicated, appreciated and recognized for their efforts, and all levels of personnel are engaged in the work daily. We offer competitive wages and a generous, comprehensive benefit package. Our focus is on high level results – communicating, aligning and integrating around our organizational goals.

POSITION OVERVIEW

The Bilingual Information Specialist is responsible for answering incoming calls in both English and Spanish. The position is part-time for the scheduled shift of 4:00 pm- 8:00 pm, Monday through Friday. Hours are subject to change as needed due to call volume demands.

KEY RESPONSIBILITIES

1. Answer calls and respond to requests from the community with information about available programs, volunteer opportunities, and human service agencies
2. Maintain accurate record of calls received
3. Perform follow-up calls with clients or service providers as needed
4. Help promote the center by occasionally participating in public relation efforts
5. Ensure email and after-hours messages are returned within 24 hours
6. Provide call data reports and other reports as necessary
7. Other duties as assigned

POSITION REQUIREMENTS

- Fluent in Spanish
- Proven ability to work in a professional manner with a wide variety of personalities and backgrounds
- Proven professional written and oral communication skills
- Demonstrated experience with interpersonal problem solving
- High standard of professional ethics and conduct

MINIMUM REQUIREMENTS

- Fluent in Spanish
- Bachelor's degree in a human services field OR related equivalent experience
- Demonstrated proficiency with Microsoft Office Suite applications and database programs
- Demonstrated understanding of the health and human services industry
- Availability to work on holidays

PHYSICAL REQUIREMENTS

No special physical demands are required to perform the work. The employee is regularly required to communicate clearly, in oral and written formats, with others in person, over the phone and via other devices. The employee must be able to transcribe, operate a computer and other standard office machinery. Typically the employee may sit comfortably to do the work.

SALARY INFORMATION & FLSA STATUS

This is a non-exempt position that pays: \$15.00 per hour.

TO APPLY

Read complete job description before applying. Only complete applications will be considered for the position. Complete applications include (1) an employment application (see website), (2) a cover letter, and (3) a resume. Employment applications and the complete job description can be found at <http://www.uw.org/about-us/careers/>.

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.