

Position: 2-1-1 SEASONAL INFORMATION SPECIALIST
Hiring Organization: United Way of Salt Lake
Salt Lake City, UT
Department: 2-1-1
Reports to: 2-1-1 OPERATIONS MANAGER
www.uw.org
Date Prepared: October 27, 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. 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

This is a full time seasonal position for the purpose of helping with 2-1-1 incoming calls. The assignment lasts fall 2015 - spring of 2016. This position is to be scheduled within regular business hours 8am – 8pm, Monday through Friday. Hours are subject to change as needed due to call volume demands.

KEY RESPONSIBILITIES

1. Respond to requests from the community for information about available programs, volunteer opportunities, and human service agencies
2. Maintain accurate record of calls received
3. Perform follow-up contacts with clients or service providers as needed
4. Help with promoting the center by occasionally participating in public relation efforts
5. Ensures email and after-hours messages are returned within 24 hours and provide necessary reports
6. Available for holiday coverage
7. Performs other related duties as assigned by the supervisory personnel

POSITION REQUIREMENTS

- Bachelor's degree in business or human services field OR equivalent directly related experience
- Ability to work in a professional manner with a wide variety of personalities and backgrounds
- Strong written and oral communication skills
- Computer experience with Word, Excel, and database programs
- Excellent interpersonal and problem solving skills
- High standards of professional ethics and conduct

- Bilingual/Fluent Spanish

MINIMUM REQUIREMENTS

- Strong understanding of the health and human services industry
- Flexibility for scheduling purposes

PHYSICAL REQUIREMENTS

The work is sedentary. Typically the employee may sit comfortably to do the work. There may be some walking; standing; bending; carrying of items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

SALARY INFORMATION & FLSA STATUS

This is a temporary, non-exempt position that pays \$13.50 hourly during training, and \$15.00 after meeting training requirements.

TO APPLY

Only complete applications will be considered for the position. Complete applications include a cover letter, resume, and employment application. Employment applications and the complete job description can be found at <http://www.uw.org/about-us/careers.html>

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.*