

Position: 2-1-1 Seasonal Information Specialist
Department: 2-1-1
Reports to: 2-1-1 Operations Manager
Date Prepared: October 4, 2016

THE ORGANIZATION

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. We have adopted a unique approach to community problem-solving called collective impact which allows us to directly engage with communities. Our workplace is fast-paced, friendly, and adaptive. At UWSL we believe in celebrating success, learning from failure, and ambitious goals. Our wages are competitive; the benefits package is comprehensive; perks like flexible schedules and staff parties make every day unique.

POSITION OVERVIEW

This is a part-time, seasonal position for the purpose of helping with 2-1-1 incoming calls from fall 2016 until April 28, 2017. This position is to be scheduled within regular business hours (8:00 a.m.–8:00 p.m.), Monday through Friday. Hours are subject to change as needed due to call volume demands.

KEY RESPONSIBILITIES

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

MINIMUM QUALIFICATIONS

- 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
- Proficient with Microsoft and Google suites
- Excellent interpersonal and problem solving skills
- High standards of professional ethics and conduct
- Spanish fluency is advantageous
- 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

\$13.50 per hour during training period and \$15.00 after meeting training requirements

TO APPLY

Send completed applications to jobs@uw.org. 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.