

POSITION: 2-1-1 Part-time Information Specialist
HIRING ORGANIZATION: United Way of Salt Lake
Salt Lake City, UT
DEPARTMENT: 2-1-1
REPORTS TO: Quality and Customer Service Manager
www.uw.org

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

This is a part-time position for the purpose of helping with incoming calls. Office hours during this time will be 7:00 am to 8:00 pm and staff will be scheduled to work shifts within these hours. Hours are subject to change as needed due to call volume demands and will fluctuate between 20 to 30 hours weekly. Part-time employees do not qualify for benefits.

KEY RESPONSIBILITIES

This position is primarily responsible for taking incoming 2-1-1 calls.

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. Preform 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. Other duties as assigned

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. Computer experience with Word, Excel, and database programs. Excellent interpersonal and problem solving skills. High standards of professional ethics and conduct.

PREFERRED QUALIFICATIONS

1. Strong understanding of the health and human services industry
2. Hiring preference will be given for bilingual/fluent Spanish

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

\$15.00 per hour

TO APPLY

Only complete applications will be considered for the position. Interested applicants should submit a cover letter, resume, and employment application to jobs@uw.org. Employment applications and the complete job description can be found at <http://www.uw.org/about-us/careers/>.