

**Position:** 2-1-1 Seasonal Information Specialist  
**Hiring Organization:** United Way of Salt Lake  
**Department:** United Way 2-1-1  
**Reports to:** 2-1-1 Quality and Program Manager  
[uw.org](http://uw.org)

#### **ORGANIZATION BACKGROUND AND EVOLUTION**

United Way of Salt Lake serves individuals and families in Davis, Salt Lake, Summit, and Tooele counties. This four-county area represents approximately 1.4 million people or about 52 percent of Utah's population.

For over 100 years, United Way of Salt Lake has served and strengthened the greater Salt Lake community. Established in 1904 as the Salt Lake Charity Association, its original mission was to help the poor, discourage panhandling, and coordinate multiple programs. The historic "community chest" with a broad charitable mission has transformed into an agent for social change focused on Collective Impact— bringing partners together in new and innovative ways to identify problems and develop lasting solutions.

United Way of Salt Lake houses United Way 2-1-1, a statewide health and human service information phone line, which connects individuals and families to important resources and volunteer opportunities.

#### **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 management are engaged in the work daily. We offer competitive wages and a generous, comprehensive benefit package. The internal focus continues to be on high level results – communicating, aligning and integrating around the organizational goals.

#### **POSITION OVERVIEW**

This is a seasonal position from fall 2013 to spring 2014 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. 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. 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. Other duties as assigned

#### **REQUIRED 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**

- Strong understanding of the health and human services industry
- 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**

\$13.50 per hour

#### **TO APPLY**

Interested applicants should submit a cover letter, resume, and employment application. Employment applications can be found at <http://www.uw.org/about-us/careers/>.