

Welcome to Mile High United Way

Mile High United Way 2-1-1 Call Center Specialist

Organization Profile

Mile High United Way leverages relationships and invests resources to drive social change. We lead the community in achieving measurable results in the areas of School Readiness, Youth Success, and Adult Self Sufficiency. Our Vision is a community united to create better opportunities for all. Our Mission is uniting people, ideas, and resources to advance the common good.

Position Concept

Mile High United Way is seeking resumes from dynamic candidates who want to directly and positively impact the community in the position of Call Center Specialist. This position responds to incoming calls, accurately collects client information and demographics, and provides appropriate referrals to clients seeking health and human services. This is fast-paced call center environment working with a great team. Our ideal candidate will be a team player who has energy and enthusiasm.

Primary Responsibilities

- Answer incoming calls seeking health and human services
- Collect client information and demographics
- Provide accurate information and referrals to health and human services

The ideal candidate will have a high school diploma or equivalent and the following qualifications:

- English/Spanish bilingual
- Good verbal and written communication skills
- Active listening and crisis intervention skills
- Action oriented
- Detail oriented
- Able to handle multiple tasks and meet deadlines
- Knowledge of the Human Services Delivery System in Metro Denver preferred

Computer skills:

- Microsoft Office skills at Intermediate level or better
- Type 35-40 w.p.m.
- Strong Excel Skills preferred

Work hours are Monday-Friday from 8 a.m. to 5 p.m.; Specialists must be available to participate and assist in crisis response activities on weeknights and/or weekends.



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TO APPLY – SUBMIT RESUME/COVER LETTER TO:
resumes@unitedwaydenver.org with 2-1-1 Call Center Specialist as the subject line. For additional information on Mile High United Way, please visit www.unitedwaydenver.org

Mile High United Way is an Equal Opportunity/Affirmative Action Employer. As an Equal Opportunity Employer, we do not discriminate on the basis of age, race, sex, sexual orientation, gender identity, gender expression, color, religion, national origin, disability, genetic information, or any other status protected by federal, state or local law.

We will endeavor to make reasonable accommodations for otherwise qualified applicants who have disabilities which hinder their ability to complete the application process. Please contact us to request accommodation in the application process.



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