

Mile High United Way

JOB DESCRIPTION

JOB TITLE: Resource Specialist

PAYGRADE: A

EXEMPT/NON-EXEMPT: Non-Exempt

REPORTS TO: Supervisor, Call Center

DIVISION: Community Impact

SUMMARY

Working in a call center environment, this position is responsible for keeping the 2-1-1 database of referral information current and up-to-date and being the point of contact for agencies that want to be included in the 2-1-1 database.

ESSENTIAL RESPONSIBILITIES

- Managing, updating and maintaining the 2-1-1 database and shelter list.
- Being the point of contact for agencies that want to be included in the 2-1-1 database, to include mailing/emailing/faxing the appropriate inclusion forms as well as the appropriate follow-up agency documentation
- Monitoring and responding to inquiries left on the 2-1-1 Voice and e-mail Mailboxes
- Produce the monthly 2-1-1 Reports, Follow-Up Lists and Follow-Up reports and Ad-hoc reports as needed

OTHER DUTIES/RESPONSIBILITIES:

- Liaison to the social service community, establishing and maintaining relationships with the social service providers
- Respond to Callers, Collecting Information Demographics and Provide appropriate referrals to individuals seeking health and human services information when circumstances warrant the need for additional call center specialists
- Represent the 2-1-1 Call Center at Community Fairs, Meetings, and Presentations and Provide Demonstrations if Called Upon
- Must be willing and able to meet AIRS certifications standards when eligible

SUPERVISORY EXPERIENCE: N/A

DESIRABLE QUALIFICATIONS

Education:

- High School diploma or G.E.D. required, Associates Degree preferred

Experience:

- 1 year relevant experience

Special skills/knowledge:

- English/Spanish bilingual preferred
- Good Verbal and Written Communication Skills
- Active Listening and Crisis Intervention Skills
- Detail Oriented
- Able to Handle Multiple Tasks
- 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

Working Environment: Office hours are 8 to 5 Monday through Friday; the Resource Specialist must be available to participate and assist in crisis response activities on weeknights and/or weekends.

Physical Activities: Ability to operate a computer for extended periods

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.

Date Job Description Written: May 2009