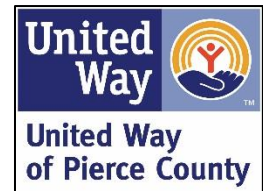




United Way of Pierce County



Job Title: 2-1-1 Transportation Navigator

Hours of Operation: M-F 9am to 5pm

1 Full-Time position available

Pay Rate: \$17.50 per hour

BACKGROUND

South Sound 2-1-1 (SS211) is a comprehensive information and referral service that assists Pierce, Thurston, and Lewis County residents with community resource information that can best meet their needs. Currently, South Sound 2-1-1 receives almost 80,000 requests for assistance each year. Highly trained Information and Referral Specialists (I&R) connect callers with programs that can assist with transportation, food, housing, legal issues, and rent/utility payments. In addition to general information and referral services. South Sound 2-1-1 is a Coordinated Entry for Homeless Services entry point, the pierce county transportation resource center and the coordinated access point for Pierce County Help Me Grow.

JOB SUMMARY:

Provide information, referral and follow-up for callers, concerning available community resources and volunteer opportunities which are appropriate for the caller's needs. The 2-1-1 Transportation Navigator provides advocacy, assessment, and follow-up to callers requesting transportation and assist callers in accessing services while being empathetic and objective. This position includes a high level of responsibility and some project management and community work and assisting with staff training and mentoring. Navigators act as liaisons between United Way of Pierce County/2-1-1 and the community.

ESSENTIAL FUNCTIONS:

- Responding to 211 calls by assessing caller's needs, and provide appropriate information and referrals.
- Recording statistics on caller's needs and on referrals given.
- Follow up with clients requesting transportation and report out the results of those conversations.
- Assisting the 2-1-1 Data Manager in maintaining accurate, up-to-date information on agencies and programs providing transportation services.
- Assisting with training and mentoring of new staff.
- Develop and implement transportation specific staff trainings.
- Participate in staff and volunteer appreciation events.
- Attend staff trainings and staff meetings as required.
- Meet with transportation service providers to gain firsthand knowledge of community services/resources and to develop working relationships with service providers.
- Attend community group meetings to learn about other agencies and their services, to foster collaboration, and to provide information and marketing materials to promote our services.
- Assist with compilation of call center statistics, monthly reports, and annual statistical analysis related to transportation resources for distribution to funding sources and others as needed. Assist in maintenance of historical records.
- Assist the Project Lead for Ride United and other transportation initiatives.
- Assist with program marketing and outreach.

- Attend outreach events and fairs. Perform education and awareness activities as needed/requested.
- When eligible, gain AIRS Certified Information & Referral Specialist (CIRS) designation.

QUALIFICATIONS

EDUCATION AND EXPERIENCE

Two year degree or higher in business, human services, or related field.

AIRS Certification required as soon as eligible (CRS and CIRS)

Strong knowledge/experience with non-profit community

Interested in helping others, possess strong customer service skills and have an appreciation for diversity

Experience working with database programs

JOB SKILLS AND DEMONSTRATED ABILITIES

Must be able to stand or sit, answer telephones, and use computers for sustained periods of time.

Excellent written and oral communication skills.

Ability to work well within a team environment.

Ability to deal effectively with the public both on the phone and in person.

Self-starter, innovative, flexible, and open to change.

Must be incredibly reliable. Being on time for work and maintaining regular attendance is essential

PERSONAL ATTRIBUTES

Projects a poised and professional image.

Is committed to contributing to the community.

Is well organized.

Is comfortable with ambiguity, is confident, flexible and receptive to change.

Listens well and learns from others.

Must be comfortable with multi-tasking.

Must be comfortable with give and take in team setting, assertive, yet diplomatic.

Pays attention to detail, accuracy and quality.

Possesses a customer service orientation.

Creative self starter (this implies initiative and comfort with some level of risk), but one who keeps others informed and on-board

Submit cover letter and résumé to Dennise Cervantes at Dennisec@uwpc.org