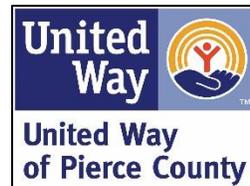




United Way of Pierce County



Job Title: 2-1-1 Specialist

Hours of Operation: M-F 8am to 5pm

Part-Time and Full-Time available

Pay Rate: \$13.69- \$15.00

BACKGROUND

South Sound 211 (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 211 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 food, housing, legal issues, and rent/utility payments. In addition to general information and referral services, SS211 is also the One-Call, One-Click Center for transportation resources and has specialized staff that serve military affiliated callers.

JOB SUMMARY:

South Sound 211 is seeking a 211 Specialist that can respond to requests for community resource information and referrals. The 211 Specialist provides assessment, information, referrals and advocacy to 211 callers while remaining empathetic and objective. All caller information is accurately recorded in the 211 database. The I&R Specialist also performs follow-up calls for quality assurance purposes and to identify gaps in service. At times, the I&R Specialist assess callers in crisis and connects them to the appropriate Crisis Line. All 211 staff are required to participate in staff meetings and trainings.

ESSENTIAL FUNCTIONS:

- Provide information, referral, and advocacy for 211 callers and accurately record caller information.
- Perform intake and application assistance for Basic Food benefits
- Perform follow-up activities for quality assurance purposes
- Completes special projects as assigned by the 211 Manager.
- Support other areas of 211 and United Way of Pierce County by assisting with other projects as needed.

MINIMUM QUALIFICATIONS:

- Human services, social work, or communications experience is helpful.
- Call center experience is helpful.
- Possess strong customer service skills.
- Strong verbal communication and computer literacy skills.
- Excellent listening and problem solving skills necessary.
- Must be incredibly reliable. Being on time for work and maintaining regular attendance is essential.
- Ability to work well in a team, good interpersonal skills and positive attitude.
- Must be able to work in a compassionate, fast-paced and efficient environment.
- Bilingual applicants are encouraged to apply!

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