



## 2-1-1 Call Specialist

- Full time, non-exempt position
- Salary \$18-20/hour, commensurate with background and experience
- Position is remote or based in Redding
- Reports to the 2-1-1 Services Manager

### **The Mission and Opportunity**

United Way of Northern California (UWNC), based in Redding, fights for the health, education, and financial stability of all residents in its nine-county territory. UWNC aims to expand operations fully throughout the region, providing residents access to its programs, and to as many resources necessary to promote safety, health and prosperity.

### **Job Description**

The Call Specialist will support a variety of functions in pursuit of United Way of Northern California's mission to provide North State residents with exceptional 2-1-1 services in response to Wildfire and Public Safety Power Shutoffs. Principal duties involve delivering high quality, professional information and referral services. This role requires a customer service orientation, high degree of professionalism, ability to work in a fast-paced environment and respond proactively to changing priorities. This role also calls for a high level of empathy and ability to compartmentalize. Experience in social services preferred. Work hours may vary, and include nights and weekends as needed.

### **Job Responsibilities**

Working in conjunction with the United Way Program Department and Contact Center staff, the specialist will:

- Provide high quality, multidimensional information and referral services to community members calling the 2-1-1 helpline.
- Help community members with navigation of services and follow-up support for those with access and functional needs.
- Provide ongoing call support for Public Safety Power Shutoffs and Disaster Response.
- Help each caller identify their health and human service needs.
- Thoroughly document each call in the call-handling database.
- Report technical or programmatic issues as needed.
- Attend training sessions and meetings as needed.
- Other duties as assigned.

### **Preferred Skills and Attributes**

- Flexible and adaptable.
- Personable; works well in a team environment.
- Excellent customer service skills.
- Adept at multi-tasking.
- Strong skills in communication and documentation over the phone and computer.
- Comfortable and effective in interactions with individuals from diverse backgrounds and varying socio-economic circumstances.

### **Qualifications:**

- Minimum of AA degree or equivalent experience.
- Effective, accurate written and verbal communication required.
- Familiarity with social service delivery systems strongly preferred.
- Extensive customer service experience a plus.
- Must work well in a team environment.
- Must have strong skills in use of computer and telephone communication and documentation.
- Must be able to follow guidelines and directions.
- Preference given for bilingual/multilingual ability.

*United Way of Northern California offers medical, dental and health benefits; paid vacation and sick time; 11 paid holidays per year; company-paid life insurance, 401k Retirement Savings Program and an Employee Assistance Program.*

*This position requires availability for nights and weekends and may require occasional travel throughout the UWNC region may be required. UWNC is an Equal Opportunity Employer.*

*Employment at UWNC is contingent on submission to background checks, including criminal and DMV checks.*