

2-1-1 Call Center Specialist

Pay: \$10.00 - \$11.00 per hour

Job type: Part-time

Schedule: Monday to Friday - Day shift

Benefits: Flexible schedule

Job description

This job is perfect for someone looking to start a career in social services, college students, and retirees! Learn what resources are available to help those in our community while learning how to navigate the local social service field.

The role of the 2-1-1 Call Center Specialist is to connect individuals and organizations to community resources. A successful Specialist knows the importance of compassion, advocacy, cultural competency and follow up assistance to help clients access the services needed to build and sustain healthy lives.

Ideal candidates for this position will have:

- Strong time management skills
- Strong organizational skills
- High comfort level with technology, including computers and phones
- Ability to actively listen and respond to people in need
- A positive commitment and ability to work with people from diverse educational and cultural backgrounds
- Respect traditions, values and/or lifestyles of different cultural groups
- Be open and flexible in communication with special needs populations
- Excellent oral and written communication skills
- Effective problem solver and decision maker

Job Duties include:

- Answer phones, e-mails, faxes and assist walk-ins to identify/assess needs of inquirer
- Respond to each inquirer in a professional, non-judgmental and culturally appropriate manner, providing accurate information enabling the inquirer to choose the most appropriate resources.
- Advocate for inquirer, when appropriate
- Use the computer to identify appropriate resource and provide information on eligibility requirements and availability of services.
- Recognize and respond appropriately to persons in crisis
- Attends and participates in all staff meetings and trainings