



United Way
of Amarillo & Canyon

POSITION DESCRIPTION

TITLE:	2-1-1 Information & Referral Call Specialist	GRADE:	
FLSA:	Non-Exempt	SALARY:	
SEGMENT:	Nonprofit	LOCATION:	Amarillo
CATEGORY:	Full-Time	REPORTS TO:	2-1-1 Texas Panhandle Director
SHIFT:	Shifts vary, some overtime, holiday's, and weekends may be required	APPLICATION CLOSE:	August 31, 2020

DESCRIPTION

2-1-1 Texas Panhandle is a free information and referral system providing phone access to the contact center 24/7, the local center is open Monday-Friday 7:30 a.m. - 5:00 p.m. The Call Specialist serves as frontline staff on the phones and in person with Amarillo and Texas Panhandle clients and frequently statewide callers seeking social services solutions to both urgent and chronic needs. The call specialist accesses the local and statewide database to provide information for basic needs such as food, clothing, shelter, and safety, or referrals to resources and services helping to solve for needs in the areas of income, education, or health.

SUMMARY

The United Way of Amarillo & Canyon seeks an individual with social service passion to join the 2-1-1 information and referral team for the Texas Panhandle, providing social service referrals and occasional support to other 2-1-1 information centers through the statewide database. The successful candidate will possess a caring and professional approach to customer service, an exceptional work ethic, keen interpersonal skills, and speak both English and Spanish fluently.

PRIMARY RESPONSIBILITIES

- Speak clearly and considerately to answer a steady stream of local and statewide phone inquiries providing information and referral from a statewide database
 - Provide information and referral to clients at the walk-up counter
 - Develop a comprehensive knowledge of local social services
 - Research social service resources throughout the Panhandle and state of Texas using a statewide database
 - Participate in community forums to enhance knowledge and serve as an ambassador for the 2-1-1 system
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SUPERVISORY RESPONSIBILITY

The position of 2-1-1 Information & Referral Call Specialist does not have supervisory responsibility.

ENVIRONMENTAL AND PHYSICAL REQUIREMENTS

The environment for this position is an open office that is mostly clean and comfortable and it may include driving a company or personal-owned vehicle approximately 40% of the time which includes exposure to the outside weather

and moving mechanical parts. It may include minor annoyances such as noise, odors, drafts, etc. The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. The incumbent in the course of performing this position spends time writing, typing, speaking, listening, lifting (up to 25 pounds), seeing (such as close, color and peripheral vision, depth perception and adjusted focus), sitting, pulling, walking, standing, and reaching. The incumbent for this position may operate any or all of the following: telephone, cellular telephone, copy and fax machines, adding machine (calculator), computer terminal and related printers. The incumbent in this position must be able to accommodate reading documents or instruments, detailed work, problem solving, customer contact, reasoning, math, language, presentations, verbal and written communication, analytical reasoning, stress, and multiple concurrent tasks.

EDUCATION AND EXPERIENCE

Knowledge of community resources, information and referral process, and services preferred. Minimum of GED but degree preferred. Bilingual English/Spanish. Excellent customer service skills are essential to the position.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as exhaustive of all responsibilities, duties, and skills required of personnel so classified.

I have read, understand and agree to the above job description:

Signature: _____

Date: _____

Management reserves the right to modify this position description at any time without cause or notification.
