



United Way  
of Amarillo & Canyon

## POSITION DESCRIPTION

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| <b>TITLE:</b>    | <b>2-1-1 Resource Specialist – General</b>        | <b>GRADE:</b>      |                       |
| <b>FLSA:</b>     | <b>Non-Exempt</b>                                 | <b>SALARY:</b>     |                       |
| <b>SEGMENT:</b>  | <b>Nonprofit</b>                                  | <b>LOCATION:</b>   | <b>Amarillo</b>       |
| <b>CATEGORY:</b> | <b>Full-Time</b>                                  | <b>REPORTS TO:</b> | <b>2-1-1 Director</b> |
| <b>SHIFT:</b>    | <b>Shifts vary, some overtime may be required</b> | <b>REVISED:</b>    | <b>July 01, 2015</b>  |

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## SUMMARY

2-1-1 Texas, a program of the Texas Health and Human Services Commission in conjunction with United Way, is committed to helping Texas citizens connect with the services they need. The position of Call Specialist is responsible for assisting callers and call specialists to ensure that the appropriate information and referrals are made, and that eligibility requirements are communicated.

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## ESSENTIAL DUTIES

- Maintain office supply inventory and ensure all equipment is properly maintained
- Assist with general housekeeping duties, including but not limited to, conference rooms, break room and call center
- Planning and attendance of all employee events
- Maintain a working knowledge of 2-1-1 Texas programs
- Provide information and referral services to clients in adherence with AIRS standards
- Maintains call records in accordance to AIRS and TIRN standards
- Attain AIRS Certified Information & Referral Specialist accreditation within six months testing eligibility
- Attend out of town training conferences as required
- Attend community trainings as assigned
- Other duties as assigned

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## SUPERVISORY RESPONSIBILITY

The position of 2-1-1 Resource Specialist does not have supervisory responsibility.

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## ENVIRONMENTAL AND PHYSICAL REQUIREMENTS

The environment for this position is an open office that is mostly clean and comfortable, and may include driving a Company or personal-owned vehicle approximately **10%** of the time which includes exposure to the outside weather elements and moving mechanical parts. It may include some 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 **50** pounds), driving, 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 to 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.

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### MINIMUM QUALIFICATIONS

- Must have exceptional attention to detail with the ability to multi-task and the highest level of organization skills
- Minimum of 3 years non-profit experience
- Reliable transportation, a valid driver's license and proof of liability insurance coverage
- Proficient in Microsoft Word, Excel, Power Point and Outlook
- Possess the ability to learn new computer programs and teach others how to use them
- Must have excellent communication skills, both written and oral
- Self-motivated, self-confident, results oriented, and maintain high moral and ethical standards
- Strong work ethic, coupled with adept time management and delegation skills
- Must be a results oriented individual with integrity and honesty
- Requires strong organizational and strategic planning skills with the ability to delegate and to handle multiple projects simultaneously
- Bachelor's Degree in a Human Services field, Experience may be substituted on a year for year basis if the person holding this position does not have a Bachelor's degree in a human services field, in which case said person must have a minimum of four (4) years of related experience and must have a High School Diploma. Experience in a call center setting maybe substituted on a two year for one year basis if the person holding this position does not have a Bachelor's degree in a Human Services or business field, in which case said person must have a minimum of two years (2) of call center experience or in social service delivery and must have a High School Diploma or GED.

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*\*\*\*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. \*\*\**

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