



Fostering an Equitable, Engaged,
Empowered Community

Career Opportunity

211 Lead Information & Referral Specialist

Posting Date: January 14, 2022	Application Deadline: January 28, 2022
---------------------------------------	---

- To apply, please send a cover letter and resume to careers@unitedwaydm.org
- For more organizational information, please visit www.unitedwaydm.org

United Way of Central Iowa is seeking a fulltime Information & Referral (I/R) Specialist to support and advance United Way's mission of improving lives by providing information and referrals services to callers related to community health and human services, peer counseling, and crisis intervention via a helpline call center. The 211 Lead Specialist is the first point of contact for other Information and Referral Specialists in the information and referral call center and answers and handles escalated calls and problem solves with team members as needed and provides timely feedback to the I/R Specialists.

The I/R Specialists work at-home with equipment provided by UWCI. Initial training will be conducted onsite at the UWCI offices located at 1111 9th St. in Des Moines. The work schedule for this position is Monday-Friday 8:00 a.m. to 5:00 p.m.

This position will successfully complete initial and ongoing training for information search and services as well as peer counseling and crisis intervention techniques and other specialized training as required. The I/R Specialist records call data accurately and in a timely manner to facilitate quality reporting and analysis of community needs and trends. Diverse candidates are encouraged to apply!

Why choose United Way of Central Iowa?

United Way of Central Iowa is an established and highly respected nonprofit in the Central Iowa area and the United Way Worldwide network. Employees at UWCI have a passion for the organization's mission and community impact work and strive to create a positive, inclusive, and welcoming work environment. Our Core Values of Compassion, Integrity, Community Engagement, Responsiveness and Striving for Excellence is the foundation for how we do our work and to reach our aspiration to "Engage Community to Empower All." In addition to a competitive salary and robust benefits package including

Fostering an Equitable, Engaged, Empowered Community

health insurance, a dental and vision plan, 401(k) with match and paid life insurance, we offer the following:

- Generous paid vacation plan, holidays, a personal holiday and sick time
- Paid volunteer time off
- Convenient central Des Moines location with free parking
- On-site fitness center
- Tuition Assistance
- Commitment to employee professional development
- A commitment to fostering diversity, equity, and inclusion practices
- Fun monthly opportunities for employees to build camaraderie
- Wellness initiatives

Essential Accountabilities Include (but not limited to):

- **Responsible for the successful day-to-day operations of the call center in conjunction with the 211 Operations Manager.**
- **Acts as the first point of contact to support team members who have questions or need assistance with escalated calls. Collaboratively works with team members to brainstorm ideas and determine if further advocacy or follow up is needed. Handles difficult callers when needed.**
- **Answers incoming phone calls as a member of the team and maintains familiarity with current callers' needs and concerns. Role models appropriate call handling procedures for I/R Specialists.**
- **Builds positive and professional relationships with individual I/R Specialists through regular communication and respectful conversations.**
- **Monitors team members calls in accordance with AIRS Standards for call quality assurance.**
- **Provides timely feedback and suggestions to team members to further develop their skills and performance.**
- **Assists and consults with the Operations Manager with ongoing staff performance and development.**
- **Creates reports from call monitoring data and other operations data for the Operations Manager.**
- **Works with the database lead and other I/R staff to ensure database integrity.**
- **Regularly communicates call center activity with the Operations Manager and as needed.**
- **Attends regular in-service trainings and/or meetings as scheduled by the Operations Manager.**
- **Engages and maintains knowledge of UWCI programs and strategies**
- **Participates in UWCI staff meetings, trainings and activities as appropriate and available.**
- **Adheres to the UWCI Code of Ethics and Core Ideology**
- **This position is directed by the 211 Operations Manager to perform additional duties or tasks to support the United Way's mission.**

Fostering an Equitable, Engaged, Empowered Community

Competencies:

- **Customer Oriented:** Demonstrates a level of desire to serve clients by focusing effort on meeting their needs, understanding their concerns, and seeking to build trust.
- **Communication, Oral:** Demonstrates an ability to send verbal messages and listen to others' responses in order to convey information.
- **Communication, Written:** Demonstrates a level of ability to write concise, clear letters, reports, articles, or emails, including proofing and editing.
- **Decision Making:** Demonstrates an appropriate level of ability to evaluate information and select an effective and suitable course of action.
- **Accurate:** Produces error-free work. Never needs assistance to meet quality objectives.
- **Initiative:** Demonstrates a level of ability to act and take steps to solve or settle an issue.
- **Detail Oriented:** Demonstrates an appropriate level of ability to pay meticulous attention to assigned tasks with little to no oversight.
- **Empathetic:** Demonstrates a level of ability to identify with or be sensitive to the feelings and experiences of others without judgement.
- **Tactful:** Demonstrates a high level of ability to show consideration and avoid giving offence in dealing with others.
- **Time Management:** Demonstrates a high level of ability to effectively utilize available time for the completion of necessary job tasks.
- **Autonomy:** Ability to complete assignments and follow directions with little or no oversight.

Education:

- **Associate degree preferred in Human Services or related field.**

Experience:

- **Minimum three years' experience working in human services and / or customer service field.**
- **Proven experience working successfully and respectfully with diverse populations of various backgrounds and perspectives**
- **Additional training, education and work experience in human services, communication or counseling is preferred.**



Fostering an Equitable, Engaged, Empowered Community

United Way is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, religion, skin color, gender, national origin, ethnicity, sexual orientation, gender identity, physical or mental abilities, genetic information, pregnancy, disability, age, family or marital status, veteran status or other characteristic protected by applicable. United Way of Central Iowa will consider qualified candidates with criminal histories in a manner consistent with the role requirements and any applicable local, state, and Federal law.

If you are a job seeker with a disability, or are assisting someone with a disability, and require accessibility assistance or an accommodation to apply for one of our jobs, please call 515-246-6516.