

United Way of Central Alabama, Inc.
Job Description



Community Initiatives

Position: Community Service Response Specialist
Reports To: Program Director, Community Service Response Center

Job Summary

Provide excellent customer service and accurate information and referral to persons who seek community resources through the UWCA 2-1-1 Response Center

Responsibilities

- Answer UWCA 2-1-1 Information & Referral line promptly and with excellent customer service skills
- Meet and maintain Inform USA Certification Standards
- Assess caller’s challenges and determine appropriate community-based services/referrals
- Interpret referral resources to caller to ensure that the caller understands how that referral can help them
- Effectively manage calls from distressed callers
- Maintain records of all inquiries, including source of referral, description of problems and disposition of cases
- Follow-up on referral responsiveness and caller satisfaction based upon guidelines of the Response Center
- Assist in completing statistical reports
- Participation in Community Initiatives’ Continuous Quality Improvement Plan
- Assist with training call center volunteers
- Participate in Community Outreach
- Assist with Disaster Call Center which may require working outside normal business hours and overtime
- Other duties as assigned

Qualifications

Knowledge & Skills

Knowledge of human service terminology
Demonstrated ability to work effectively with people and organizations
Demonstrated experience in working with culturally diverse populations (seniors, immigrants, people of varied ethnicities and religions)
Demonstrated ability to exhibit non-judgmental attitude toward persons with different ways of addressing life challenges
Proven ability to type accurately and enter data into a database

Education/Experience

Social Work or related degree in a human services field with 2 years experience

Requirements

Valid Alabama driver’s license
Reliable transportation
Proof of automobile insurance commensurate with State law
Background checks to include but not limited to criminal record, drug screen, and TB test
Normal office environment with occasional overtime and travel throughout the state
Must meet and maintain eligibility requirements to be insured by UWCA’s insurance

Employee Signature

Date

Supervisor Signature

Date