

## **kynect resources Specialist**

### **Job description**

#### **PURPOSE OF POSITION:**

The Kynect Resources Specialist will increase 211 Contact Center and network capacity to serve as the telephonic support for all residents in the Metro Louisville service area accessing kynect resources in coordination with the Cabinet for Health & Family Services, and all organizations onboarding to support those residents.

\*\*\*Because this is a contracted position, candidate must reside in the state of Kentucky. Due to the outreach and travel required, candidate must ride in Jefferson, Carroll, Henry, Oldham, Shelby, Spencer, or Trimble County.\*\*\*

#### **KEY RESPONSIBILITY AREAS:**

1. Maintain knowledge and understanding of community resources, including information from the database and daily updates via Intranet and written resources.
2. Provide proactive outreach and reactive response to direct community partners to kynect resources, assist with submitting the partner request form, accept their site, assist with questions related to the onboarding process, and assist with directing the community partner to online training materials.
3. Review community partner access requests to kynect resources and approve or deny the requests within kynect resources.
4. Train/assist community partners with logging in to manage referrals and closing referrals, including backlogged referrals, based on the specific need of the partner.
5. Share information about kynect resources with residents who interact with United Way and the 211 Contact Center.
6. Complete follow up calls to open referrals with outbound calling to confirm if the needs were met, ensure the resident connects with the agency for support if needed, and close the open referral in kynect resources when necessary.
7. Develop new community resources using various research and collection methods including internet, survey forms, brochures and/or direct contact with service agency representatives.
8. Participate in and represent kynect resources in outreach to community groups, local businesses, and health & human service providers to enhance knowledge, understanding and use of 211 services.
9. Respond to calls and provide appropriate referrals.
10. Ensure ongoing performance quality of center by collecting statistical data and observing/monitoring daily operation.
11. Develop and maintain in-depth knowledge of the database system including but not limited to data entry, reporting, system maintenance, etc.

12. Maintain knowledge of all telephone and contact center equipment and software.
13. Have comprehensive knowledge of the taxonomy system used for the resource database.
14. Develop strategic partnerships with service providers, state organizations, etc. to support the mission of kynect and 211.
15. Participate in resource development efforts as requested.
16. Complete other projects/tasks as assigned by Executive Management.

#### KNOWLEDGE, SKILLS, ABILITIES:

1. Bachelor's degree in public administration, social work, business, or related field preferred; will also consider applicants with an Associate's degree, some college education, and/or experience in a contact center/customer service and/or human service delivery.
2. Minimum of three years of experience in nonprofit management, information & referral services, program coordination, and/or human services planning preferred.
3. Required to complete certification with Inform USA after required experience qualification.
4. Excellent oral and written communication skills.
5. High degree of organization including ability to analyze and present data and to manage multiple projects in a timely manner.
6. Excellent planning skills and ability to think on a macro level.
7. Ability to read, analyze, and interpret data and reports.
8. Ability to respond effectively to the most sensitive inquiries and/or complaints.
9. Must be able to take initiative, create and execute strategies, demonstrate leadership, work independently, and produce consistently high-quality work.
10. Ability to analyze and exercise sound judgement.
11. Ability to balance a variety of perspectives within a politically sensitive environment.
12. Knowledge of human service system strongly preferred.
13. Proficient computer skills in Microsoft Office programs (Word, Excel, Outlook, PowerPoint, etc.).

#### CORE COMPETENCIES REQUIRED:

1. Adaptability

2. Communication
3. Customer Relationship Management
4. Results Orientation
5. Problem Solving
6. Self-Development
7. Strategic Thinking
8. Technical Expertise
9. Accountability/Brand Stewardship

BEHAVIORAL EXPECTATIONS:

1. Represents United Way of Southern Kentucky positively, professionally, courteously, and effectively.
2. Assists or takes on new tasks to help UWSK achieve its mission.
3. Integrates UWSK's business strategies by building positive internal and external relationships.
4. Maintains confidentiality regarding personnel and organizational information.
5. Adheres to and models the UWSK Code of Ethics at all times.

Job Type: Full-time

Pay: \$43,000.00 - \$45,000.00 per year

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Retirement plan

Schedule:

- Monday to Friday

Education:

- Bachelor's (Preferred)

Experience:

- Customer service: 2 years (Preferred)

Work Location: Remote