United Way of Connecticut, Inc.

JOB POSTING

POSTING DATE:	**May 26, 2017**
POSITION:	**2-1-1 Contact Center Specialist**
PAY RATE:	**$15.40 per hour**
REPORTS TO:	**2-1-1 Contact Center Supervisor**
HOURS AVAILABLE:	**Sunday through Thursday, 12:30 p.m. – 9:00 p.m.; (40 hours)**
	Sunday through Thursday, 3:30 p.m. – 12:00 a.m.; (40 hours)
	Tuesday through Saturday, 12:30 p.m. – 9:00 p.m.; (40 hours)
	Tuesday through Saturday, 3:30 p.m. – 12:00 a.m.; (40 hours)

POSITION SUMMARY:

As the front–line representative to the public, state agencies, and community providers, the 2-1-1 Contact Center Specialist is responsible for providing quality information and referrals and crisis intervention services to callers resulting in a positive caller experience. This position is inclusive of 2-1-1, Emergency Mobile Psychiatric Services (EMPS) and Electronic Benefit Transfer (EBT). The 2-1-1 Contact Center Specialist takes calls on a scheduled basis that varies among first, second, and/or third shifts. Calls range from general information and referrals to cases of complex social problems involving time spent in research, advocacy, and crisis intervention. This position strives to fulfill the mission of United Way of Connecticut (UWC) at all times while at work.

QUALIFICATIONS AND COMPETENCIES:

- Bachelor's degree in social work, psychology, counseling or related field plus one year's experience preferred, or an Associate's degree in social work, psychology, counseling or related field with three years' work experience in a human services position required.
- Experience working in a call/contact center environment using call center technology and multiple databases preferred.
- Must be willing and able to report to work in adverse weather conditions.
- Must be able to work additional hours off-shift, weekends, and holidays as needed.
- Certified as an Information and Referral Specialist (CIRS) after one year of employment and working towards certification as a Crisis Worker through American Association of Suicidology (AAS) required.
- Ability to handle a high call volume in a fast-paced contact center environment.
- Ability to diffuse difficult situations while handling calls.
- Ability to maintain a high level of confidentiality in day-to-day duties.
- Ability to follow strict guidelines regarding verification and authorization.
- Solid written and verbal communication, listening, organization and priority setting skills.
- Strong customer focus in all tasks and activities, even while under pressure.
- Solid problem solving skills.
- Ability to work and produce in a team environment.
- Ability to relate well with people from diverse groups.
- Bilingual English/Spanish preferred.

- Ability to perform job with integrity and values consistent with the UWC Mission.

Essential Functions:

- In a 24x7x365 Contact Center environment, responds to 2-1-1 Health and Human Service, Crisis Intervention, EMPS, and EBT calls and other means of contact such as e-mail on a regular basis.
- Assesses caller's needs and makes accurate referrals to appropriate community agencies, programs and services.
- Serves as an advocate for individuals experiencing difficulties or lacking abilities needed to make effective contacts with agencies, programs or groups.
- Follows up on all contacts according to established protocols.
- Documents narrative and statistical records accurately on all contacts.
- Provides quality service to all contacts according to established performance standards.
- Represents 2-1-1 Health & Human Services effectively, to agencies and groups, on the telephone, in person and via other contact means such as e-mail.
- Provides on-call coverage as scheduled.

Other Functions:

- Attends staff meetings, conferences and workshops to increase knowledge and to stay informed on broad social issues, programs and changes in services.
- Performs other duties as assigned.

TO APPLY:

Submit resume and cover letter explaining how you qualify via email to recruitment@ctunitedway.org

DEADLINE FOR SUBMISSION OF RESUME AND COVER LETTER: June 25, 2017

As a VEVRAA Federal Contractor, United Way of Connecticut, Inc. desires priority referrals of protected veterans for positions at its location at 1344 Silas Deane Hwy, Rocky Hill, CT 06067.
Any questions may be referred to Recruitment@ctunitedway.org.

United Way of Connecticut is an Affirmative Action/Equal Opportunity Employer.
Male/Female/Disability/Veteran
www.ctunitedway.org.

United Way of Connecticut, Inc. endeavors to make www.ctunitedway.org accessible to any and all users. If you would like to contact us regarding the accessibility of our website or need assistance completing the application process, please contact (860) 571-7500. This contact information is for accommodation requests only and cannot be used to inquire about the status of applications.