Position Description

Position: Community Resource Specialist I
Department: Alaska 2-1-1
Reports to: Manager, Alaska 2-1-1

Alaska 2-1-1 is a single front door for the health and human services delivery system in Alaska. It is designed for easy use by consumers, service providers, case/care managers, constituent aides, and planners.
Alaska 2-1-1 provides free, confidential access to a call center Monday through Saturday 8:30am – 6:00 pm. In addition, online access through the Alaska 2-1-1 website is available 24/7.

Summary Position Statement: Areas of responsibility include day-to-day support of the operations of Alaska 2-1-1 project. This includes answering calls and helping find resources in the community that may help callers in situations they find themselves in.
Working with the Alaska 2-1-1 Manager, and peer Community Resource Specialists to document the calls received at the call center. Process the calls and record data into the information and referral database. Assist with database management. Previous information and referral or call center experience a plus. Successful candidate must possess skills to complete certification through AIRS as a Community Resource Specialist within a year hire. Ability to work differing shifts between 7 am and 6 pm as well as the possibility of some holidays.

Essential Functions/Roles & Responsibilities of the Position:

- Respond to calls and provide appropriate referrals using the resources available through Alaska 2-1-1
- Enter caller information correctly in the call module
- Perform follow-up calls as part of the Quality Assurance requirements
- Support other functions of the call center (i.e. prepare mailings, filing, etc.,)
- Ensure stability of the database platform
- Willingness to pursue required credentialing
- Day-to-day database work **when fully trained**
- Other duties as assigned

Qualifications: The following requirements are representative of the knowledge, skill and/or ability required to satisfactorily perform the essential job duties.

Education and/or Experience:

Bachelor's Degree in human service field preferred or experience equivalent to educational requirement.

Interpersonal, Communication, and Professional Skills:

Maturity and desire to help people in difficult situations
Must work well with a team in a small call center environment - multi-tasker, self-motivated and takes initiative, shares credit and takes responsibility for actions
Excellent communication skills - both verbal and non-verbal
Excellent interpersonal skills - adaptable, flexible, responsive, respectful and mature
Must have ability to neutrally provide information; good computer skills; and excellent attention to detail.

Computer/Technological Skills:

Requires advanced knowledge of MS office software and must be willing and able to learn new software programs.

Language Skills:

Must be able to communicate efficiently, professionally and accurately in both verbal and written context.

Physical Demands:

While performing the duties of this job, the employee is regularly required to sit, talk and/or hear. The employee is frequently required to use finger and hand motion and occasionally required to stand, walk and reach with hands and arms. The employee must frequently lift and/or move objects up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Salary: DOE. Full-time non-exempt position. United Way of Anchorage offers a full benefit and generous leave package. Health benefits will be offered for employees working 30 hours or more/week. Must pass background check.

Hours of Work:

8:30am-6pm Monday through Saturday with the ability to work differing shifts between 7am and 6pm as well as the possibility of some holidays and occasional weekend and evening commitments.

To Apply:

Submit letter of interest and resume immediately to Jennifer Verney, 701 West 8th Avenue, Suite 230, Anchorage, AK 99501

Fax and email applications are acceptable: Fax: 907-263-3801; email: jverney@ak.org. Open until filled.