



United Way of Anchorage

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**Position:** Community Resource Specialist I

**Department:** Alaska 2-1-1

**Reports to:** Manager, Alaska 2-1-1

Alaska 2-1-1, a service of Alaska United Ways, 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 Friday 8:30am – 5:30 pm. In addition, online access through the Alaska 2-1-1 website is available 24/7.

**Position Overview:**

Day-to-day support of the Alaska 2-1-1 operations. Answering calls and providing thorough, appropriate, and helpful referrals and information. Working with the Alaska 2-1-1 Manager and peer Community Resource Specialists to follow established protocols designed to build rapport, maintain a conversational tone while establishing professional dialogue, assess caller needs, understand eligibility, and identify appropriate resources in the local community.

**Essential Functions/Roles & Responsibilities of the Position:**

- Respond to calls and provide information and appropriate referrals using the resources available through the Alaska 2-1-1 database
- Enter caller demographic information correctly
- Accurately assess caller needs, identify available community-based resources, respond effectively in a respectful manner, and engage in collaborative problem solving to prioritize and develop an action plan without offering advice or opinions
- Recognize and meet the immediate, short-term needs of inquirers who are experiencing a crisis, including domestic abuse, mental health crises or thoughts of suicide
- Demonstrate strong customer focus with all users of the service; ability to work with diverse populations within the context of developing the cultural competency needed to provide appropriate resources to inquirers
- Establish clear and effective communication using good contact techniques and active listening in a non-judgmental way
- Perform follow-up calls as part of the Quality Assurance requirements
- Support other functions of the call center as needed
- Willingness to pursue required credentialing
- Other duties as assigned

## **Education, Skills & Qualifications:**

- Bachelor's degree in human services, or related field preferred; will also consider candidates with an Associate's degree, some college education, and/or previous experience in a contact center/customer service and/or human service delivery
- Excellent customer service and communication skills, especially via telephone; utilizing effective listening and problem solving and attention to detail
- Ability to use good judgement and neutrally provide information
- Resilient attitude including handling disappointment and/or rejection while still working well and demonstrating a high degree of empathy, care and understanding
- Ability to adapt to changing conditions including shift changes, metrics, and during disasters
- Work effectively with others both inside and outside the organization in a friendly, cooperative, and professional manner
- Excellent PC skills, including proficiency in Outlook, Word and Excel
- Excellent English language skills including spelling, grammar and punctuation
- Ability to multi-task and work in a fast paced, high change environment with periods of both high and low inquirer volume
- Required to become AIRS certified when eligible

**Hours of Work:** Monday through Friday with the ability to work between 8:30am and 5:30pm (or extended hours as needed) as well as the possibility of some holidays and occasional weekend and evening commitments

**Wages:** Hourly position starting at \$21.00 an hour

**To Apply:** Please apply online. You may also submit resume or other supporting documents via email to Nina Makarova at [nmakarova@ak.org](mailto:nmakarova@ak.org)

Position open until filled