

Job Title: Community Resource Specialist / Part-Time

Department: 2-1-1 Texas: A Call for Help

Reports to: 2-1-1 Director

Job Summary:

The 2-1-1 Call Specialist effectively identifies community needs and provides comprehensive information and referral, stabilization, and crisis intervention services to callers and community members through telephone, face-to-face, and written communication. This position includes 64 hours of paid, intensive training and is responsible for handling 2-1-1 calls, accurately documenting all interactions in the database, and maintaining community resource information. The Call Specialist also assists with general office operations, including gathering, verifying, and updating resource information to ensure accurate referrals.

Responsibilities:

- Treat all clients with respect, dignity, and compassion.
- Provide information and referrals to 2-1-1 callers and walk-in clients.
- Utilize active listening skills to assess callers' and clients' needs, provide appropriate referrals and resources, demonstrate empathy, and assist with problem-solving.
- Maintain high standards of call management, documentation, and data entry accuracy.
- Effectively manage time while balancing calls, walk-in assistance, data entry, training, continuing education, and resource research.
- Meet or exceed established quality assurance and performance standards as measured through monthly quality indicators.
- Assist in gathering, verifying, and updating community resource information.
- Contribute to daily office operations and support team initiatives as needed.
- Prolonged periods of sitting and working at a computer.

Skills & Abilities:

- Excellent active listening and interpersonal communication skills.
- Strong verbal and written communication skills.
- Effective time management and organizational abilities.
- Ability to adapt to changing priorities and work in a fast-paced environment.
- Commitment to continuous learning and professional development.
- Receptive to coaching and constructive feedback.
- Ability to work collaboratively as part of a team.

- Commitment to personal well-being and self-care to support effective service delivery.
- Ability to remain calm and compassionate during difficult or crisis situations.
- Ability to listen, think critically, communicate, and accurately type simultaneously while navigating multiple computer systems.
- Ability to speak clearly and hear effectively over the telephone.
- Ability to type and navigate multiple computer applications for extended periods.

Qualifications:

- High School Diploma/GED required
- Associate or bachelor's degree preferred, or an equivalent combination of education and customer service experience.
- Bilingual (*English/Spanish*) candidates are preferred.
- Excellent customer service, communication, and multitasking skills.
- Experience handling high-volume telephone calls and working with computer-based systems.

Physical Requirements

- Prolonged periods of sitting and working at a computer
- Occasionally lift up to 20 pounds

Apply:

Please submit resumes to uwajobs@unitedwayabilene.org