

ROLE DESCRIPTION

Position Title: 211 Community Navigator and Database Coordinator	
Reports to: Director of 211	
Salary: \$18.00/hour	
Location: Pikes Peak United Way - Main Office	Division: 211
Classification: Full-Time, non-exempt	Supervises: N/A

PIKES PEAK UNITED WAY MISSION STATEMENT: To enhance youth success and family stability in the Pikes Peak Region by leading and lifting the most vulnerable in our community with mentorship, life resources and real job opportunities. Our signature programs and partner agencies intently focus on connecting youth and their families to resources at the beginning of their life journey to ensure access to fundamental needs of food, shelter and learning resources for all. #strongertogether

ESSENTIAL FUNCTIONS

- Provide exceptional customer service to clients, internal and external customers and identify and recommend improvements for quicker and more efficient customer service delivery.
- Responsible for providing needed accurate information and resources to clients via phone, text, chat, email and/or face to face conversations.
- Is ready to meet client needs by having all tools and resources needed available and is ready and able to work as designated in the schedule for the day.
- Collect client information and demographics as defined by department standards to accurately assess eligibility of resources.
- Resolve escalated client concerns and crises on an as need basis.
- Identify possible solutions to client's complex case scenarios.
- Follow up with select clients on a weekly basis to capture outcomes and alternative options.
- Engage with agency partners to support the needs of clients and community members.
- Provide accurate information, assessments, referrals and advocacy to all clients.
- Support deadlines to complete assigned projects and new initiatives in a quality and timely manner.
- Required to assist in disaster/crisis response activities within and outside of normal business hours.
- Learn new policies, procedures and contracts on an as need basis.
- Must be able to telecommute as assigned.
- Act as an organization liaison at community fairs, meetings and presentations within and outside of normal business hours if needed.
- Assists Resource team on discrepancies with agency information.
- Support Information & Referral Specialists to ensure quality of service to caller through ongoing communication (regarding information updates and technical assistance) with Contact Center Management
- Maintain professional relationship with agencies in the Pikes Peak United Way 211 regional area securing timely agency updates and maximum participation in the 211 system.
- Data Compliance efforts – Ensure that resources include all required elements, ensure that taxonomy adheres to style guide and has limited double indexing and ensure that resources meet agency style guide and Inform USA Standards.
- Coordinate with agencies to assure resources match 211 Colorado resources and meet compliance efforts.
- Other duties as assigned.

JOB QUALIFICATIONS:

- Be willing to be on the phones with clients daily.
- Effective public speaking skills.
- Spanish speaking a plus.
- Reliable and strong internet connection is a must.
- Strong work ethic with emphasis on integrity and accountability.
- Excellent interpersonal, leadership, organizational and communication skills.
- Reliability to complete required tasks in a prompt, effective and efficient manner.

- Strong computer and analytical skills; previous database a plus.
- Professional demeanor and appearance

CORE COMPETENCIES for ALL UNITED WAY PROFESSIONALS:

- **Mission Focused** – top priority is to create real social change that leads to better lives and healthier communities.
- **Relationship Oriented** – understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator** – understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven** – dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward** – understands his/her role in growing and protecting the reputation and results of the greater network.

ENVIROMENTAL FACTORS:

Business office environment; business casual dress attire expected. Physical demands of the position include the ability to talk and hear, prolonged sitting and/or standing, occasional lifting up to 50 pounds, and regular use of computer and telephone. The position involves frequent and routine public contact and travel to outside meetings and events. Reliable transportation, valid driver's license and verifiable automobile insurance are required. Occasional evening and weekend hours are expected.

This posting is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the position.

Pikes Peak United Way is dedicated to the principles of equal employment opportunity. It is the policy of Pikes Peak United Way to staff positions with the best-qualified people regardless of age, race, sex, color, religion, national origin, disability, genetic information, or any other applicable status protected by federal, state or local law.

Please submit cover letter and resumes to miriam@ppunitedway.org.