PA 2-1-1 Database Coordinator (Multilingual)

Position Summary:

The United Way of Southwestern Pennsylvania is seeking a multilingual 2-1-1 Database Coordinator. 2-1-1 is a nationally-recognized, easy to remember phone number that is currently available to 94% of the American public. This service provides an efficient connection between people seeking assistance with available local health and human service resources. This position will be physically located in the Southwestern PA (Pittsburgh) area.

The Database Coordinator will focus on ensuring the data available for the project is up-to-date and accurate, is representative of all of the counties being served, and is in compliance with Alliance of Information and Referral Systems (AIRS) and PA 2-1-1 Standards. The Database Coordinator will be responsible for creating and publishing reports to share collected information with key stakeholders and community partners and will be expected to raise community awareness of 2-1-1 and promote collaboration at all times.

Required Skills:

- Excellent communication, writing, and editing skills
- Superior organizational and record-keeping skills; detail-oriented
- Computer skills – must be extremely proficient in Excel, Word, Access and experienced with social media
- A team player capable and willing to support all aspects and jobs required for a successful organization
- Must have a passion for improving access to information
- Ability to manage priorities and to meet deadlines in a fast-paced environment
- Fluency in both English and Spanish languages (written and verbal) strongly preferred

Required Education and Experience:

- Bachelor’s degree in Human Services or Technology/Database-related field preferred
- Demonstrated experience with databases and the Microsoft Office Suite, with specific concentration on Excel and Word
- Experience in indexing/abstracting or classification of data strongly preferred
- CRS Certification strongly preferred
Salary:
$17-19 per hour depending upon education and experience

Status:
Successful candidate will start on a temporary basis for at least six months, with the possibility of becoming a permanent employee based on performance and operational needs

To Apply:
Send your **resume (required) and cover letter (optional)** to info@pa211sw.org with “Database Coordinator” in the subject line. Your email and associated documents should demonstrate your written communication skills and attention to detail.