



United Way of Southwestern Pennsylvania Job Description: Temporary 211 Data and Technology Assistant

Job Summary:

Similar to 9-1-1, 211 is a nationally recognized, easy to remember phone number that quickly and effectively connects people in need with resources. In the case of 211, the connections are to human services and community resources tailored to meet caller needs. The 211 service is widely available across the country and has recently become available in all seven regions in Pennsylvania.

The **211 Data and Technology Assistant** will focus on the technology side of the 211 system: managing the Workforce Management System (assisting the 211 Contact Center with staffing), managing the three regional websites and automated reporting, as well as assisting the database team with any RTM (information & referral/client tracking software) issues or serving as a backup when it comes to resource updates or on-call issues. **The position will start as temporary, with the goal of becoming a regular, full-time position.**

Duties:

Workforce Management (WFM) - WFM is a set of processes designed to achieve and maintain operational efficiency by ensuring that the right number of agents, with the right skill sets, are staffed at the right time.

- Utilize 8x8 Workforce Management Program to assist 211 contact center management in determining appropriate staffing for daily and weekly time periods
- Develop scheduling models to help predict larger intra-day scheduling for such projects as Volunteer Income Tax Assistance (VITA) programs, vaccine scheduling, disaster-related projects, etc.
- Serve as a primary back-up for management in managing the 8x8 WFM system
- Report to management when staffing irregularities occur

Website Management

- Manage and update the three regional websites with updated information, applications, as well as new program updates
- Eliminate outdated information and ensure that information and language is both appropriate and timely
- Troubleshoot with 211 Director and IT when outages or shutdowns occur with the site, as well as work to provide solutions
- Upload marketing documentation, reports and other material to the website for the community to use and review

Reporting

- Assist in the production of reports from the system of records (RTM and 8x8) to provide county (26) and regional (3) reports to the community
- Maintain automated system to continue accurate monthly, quarterly and annual reports, as well as troubleshoot and correct issues in the data transfer process
- Complete any special reports as assigned

Database Work

- Maintain 211 database to Alliance of Information and Referral Systems (AIRS) and PA211 standards: includes adherence to standards and inclusion/exclusion criteria
- Support 211 resource navigators with research, information updates, and technical assistance to ensure quality of service of the contact center
- Successfully complete the AIRS Certified Resource Specialist (CRS) certification within six months of being eligible to sit for the exam; maintain CRS certification going forward
- Lead any technical interns
- Complete any special projects or pilots as assigned
- Identify opportunities to improve 211 reporting and work with the 211 Data and Technology Director to implement improvements

Required Skills:

- Excellent communication, writing, editing, and organizational skills
- Experience in indexing/abstracting or classification strongly preferred
- Computer skills: must be extremely proficient in Word, Excel, and Access or other database applications
- Detail-oriented
- 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
- Willingness to travel regionally and within Pennsylvania
- Ability to manage priorities and to meet deadlines in a fast-paced environment

Education and Experience:

- Bachelor's degree in human services or technology-related field preferred; equivalent combination of education and experience acceptable
- Non-profit or volunteer experience preferred
- Knowledge of social service delivery systems
- Professional social media experience
- Workforce management experience a strong plus
- Experience with website management tools (Wordpress or other web management products)

Salary: \$17-19 per hour. *Position starts as temporary, with the goal of becoming regular, full-time.*

To Apply: Send your resume and cover letter to info@pa211sw.org with the subject "211 Data & Technology Assistant"

United Way of Southwestern PA is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.