



United Way of Southwestern Pennsylvania Job Description: Temporary 2-1-1 Data and Technology Assistant

Job Summary:

Similar to 9-1-1, 2-1-1 is a nationally recognized, easy to remember phone number that quickly and effectively connects people in need with resources. In the case of 2-1-1, the connections are to human services and community resources tailored to meet caller needs. The 2-1-1 service is widely available across the country and has recently become available in all seven regions in Pennsylvania.

The **2-1-1 Data and Technology Assistant** will focus on the technology side of the 2-1-1 system: managing the Workforce Management System (assisting the 2-1-1 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 2-1-1 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- Eliminate outdated information and ensure that information and language is both appropriate and timely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 2-1-1 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 2-1-1 database to Alliance of Information and Referral Systems (AIRS) and PA211 standards: includes adherence to standards and inclusion/exclusion criteria
- Support 2-1-1 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 2-1-1 reporting and work with the 2-1-1 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 "2-1-1 Data & Technology Assistant"

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