

## 2-1-1 Tampa Bay Cares Position Description

---

### Position Title: Call Center Representative

<b>Department: 2-1-1 Call Center</b>	<b>FLSA Classification: Non-exempt / Hourly</b>
<b>Supervisor: Contact Center Supervisor</b>	<b>Status: Full Time/Part Time</b>

**Position Summary:** To provide facilitative counseling, crisis intervention and information and referral services on health and human services programs in response to requests from clients in need providing them with appropriate resources and advocating on the consumer's behalf.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned to meet business needs.

- Answer incoming calls to facilitate intake, assessment and referral services to clients
- Provide facilitative counseling and crisis intervention services to clients
- Provide advocacy for clients as needed through interacting and communicating with other agencies as necessary on behalf of the client
- Refer callers in need to a variety of services to include childcare resources, financial, healthcare resources, mental health counseling agencies, legal aide, housing, homeless shelters, disability related needs, veteran needs, etc.
- Access, retrieve and input information in the TBIN Network database
- Participate in quality review of Call Center Operations
- Serve and participate in meetings, committees, community activities and outreach events as required
- Participate in proactive team efforts to achieve departmental and company goals
- Follow all organization's policies, practices, and procedures

### Qualification/Requirements:

- Excellent verbal communication, customer service and time management skills
- Ability to read and interpret documents. Ability to write routine reports and correspondence. Ability to respond to common inquiries or complaints from clients or members of the community. Ability to effectively present information in one-on-one and small group situations to clients and other employees of the organization
- Ability to add, subtract, multiply and divide. Ability to problem solve and manage a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form
- Strong data entry skills
- Proficient personal computer skills including e-mail, recordkeeping, routine database activity, word processing, spreadsheet, graphics, etc.
- Ability to handle multiple tasks simultaneously

### Education/Training/Experience

- Associate's Degree or equivalent from two-year college or technical school required and/or training or equivalent combination of education and experience. Bachelor's Degree from four-year college or university preferred. Six months to one year of related experience required.
- AIRS I & R, CIRCS-A on Aging Certification preferred; must acquire certification within two years of employment

## 2-1-1 Tampa Bay Cares Position Description

---

- Health and human services background preferred

**Physical Demands:**

Moderate physical activity performing somewhat strenuous daily activities of a primarily administrative nature. Includes sitting and/or standing for extended periods of time with the ability to lift up to 10 lbs.

Manual dexterity sufficient to reach/handle items, works with the fingers and perceives attributes of objects and materials.

**Other:**

- Level II Background Screen
- Valid State of Florida Driver's License

The above description is intended to describe the general content, identify the essential functions and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_