

2-1-1 Tampa Bay Cares, Inc. Volunteer Position Description

Position Title: 2-1-1 Phone Ambassador

Department: Contact Center

Reports To: Contact Center Individual and Crisis Supervisor or Family Services Supervisor

Purpose: This position provides information and referral (I&R) to inquirers who call into our 2-1-1 contact center for updates in their pending case.

Tasks:

- Answer incoming 2-1-1 phone calls from inquirers
- Place outgoing 2-1-1 phone calls to inquirers.
- Reassign calls to other staff queues as needed.
- Provide accurate pending case updates to callers.
- Complete a call record in TBIN associated with the referral information provided.

Qualifications:

- Computer skills (MS Word, MS Excel, Windows, etc.)
- Ability to communicate in writing in a culturally appropriate and non-judgmental manner
- Ability to communicate verbally with staff, supervisors, and management.
- Ability to establish and maintain effective working relationships with other staff, supervisors, and management.

Requirements:

- Must be 18 years of age
- Must be able to pass a Level II background check.
- Complete pre-volunteer testing

Volunteer Training:

- Must complete agency orientation plus a 2 day training.
- On-going refresher training as needed

Time Commitment:

- A minimum of 8 hours per week
- Multiple days and shifts available.

Benefits:

- Opportunity to gain experience working in a Call Center environment
- Ability to develop knowledge of social service programs in the community and provide information and referral on health and human services issues to the community.
- Provide Hope to others seeking information and referral.



If you are interested in this volunteer position, visit our website at www.211tampabay.org and click on "How You Can Help". If you have questions, please call Geri at 727-403-3997 or e-mail geric@211tampabay.org.