

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

Position Title: 2-1-1 Texting Ambassador

Department: Contact Center

Reports To: Contact Center Individual and Crisis Supervisor

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

Tasks:

- Answer incoming 2-1-1 text messages from inquirers
- Place outgoing 2-1-1 message response to inquirers.
- Reassign text messages to 2nd tier staff as needed.
- Provide accurate information about and referrals to community organizations.
- 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 16 hours of training.
- On-going refresher training as needed

Time Commitment:

- A minimum of 8 hours per week
- Multiple days and shifts available 24 hours a day minus shifts from midnight—8 am shift.

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.