Position Title: Follow Up Ambassador

Department: Contact Center

Reports To: Contact Center Manager

Purpose: Place follow up calls to callers from Pinellas and Hernando counties with the objective of collecting data about effectiveness of services in these counties.

Tasks:
- Using our database, call clients who agreed on receiving a follow up call
- Ask questions about their experience with services that were referred to the client
- Enter data in the database system
- Eventually advocate for callers with other agencies

Qualifications:
- Background in Social Services
- Good communication skills
- Accurate typist
- Analytical
- Pro-active
- Applicants who will receive college credit are preferred.

Training:
- 2-1-1 Orientation/Training
- Project specific training (process to contact clients, using our database & phone system.
- Total training is minimum of 15 hours. (training may be split into different sessions.)

Time Commitment:
- Minimum of 8 hours per week (2 days x 4 hrs per day)
- Morning and afternoon shifts available

Benefits:
This internship opportunity will enhance knowledge in health and human services as well as how the system operates in different counties.

If you are interested in this volunteer position, please contact Geri at 727.403-3997 or e-mail to geric@211tampabay.org