



**Organization:** United Way of the Midlands  
**Job Title:** Community Resource Specialist I  
**Department:** NE 211 Helpline  
**FLSA Status:** Full-time, Non-Exempt  
**Location:** Omaha, NE

**UWM's Mission: To UNITE our community's CARING SPIRIT to build a STRONGER tomorrow.**

**UWM Guiding Principles:**

- Build **TRUST** in everything we do
- Extend **GRACE** by thinking beyond yourself
- Show **GRIT** by bringing it every day
- Be **OPEN** to embrace others' differences
- Actively **ENGAGE** by listening and sharing
- Live **CURIOUSLY** to learn constantly

With a 100-year heritage of helping others, United Way of the Midlands (UWM) has evolved to meet the ever-changing needs in our community. We invest in more than 100 local nonprofit agencies and provide direct services, such as 211 and JAG Nebraska, to address social and economic disparities and meet community members' essential needs. As needs have continually evolved over the years, we have focused resources and expanded the network of organizations we support – while also mobilizing people and resources in times of economic crisis, health emergencies, and natural disasters.

The Community Resource Specialist I is responsible to respond to individuals in need of assistance through multiple channels of communication.

**Duties and Responsibilities:**

- Answer phone calls, email, chat, and text, demonstrating strong customer focus with all users of the service; ability to work with diverse populations within the context of developing the cultural competency needed, to provide appropriate resources to inquirers.
- Maintain a nonjudgmental attitude when speaking with clients, displaying sensitivity to all cultural backgrounds.
- Identify and reflect on the feelings of callers in crisis.
- Assess the client's needs or situation using pertinent questions and the principles of active listening.
- Advocate for clients when appropriate.
- Request statistical and demographic information related to our clients to assist in the determination and tracking of unmet needs in the community.
- Record clients' information into the call center database, and provide referrals to the appropriate resources as needed.
- Place outbound calls to follow up with a percentage of our clients to determine if their needs were met.
- Complete assessments for clients in high-risk situations.
- Access the 2-1-1 database for resources and appropriately refer clients.
- Identify requests for resources that are not available in our database and inform the call center database Manager of unmet needs.
- Maintain an acceptable level of call handling and customer service performance as described by the 2-1-1 training standards.

- Complete all training for new programs and services related to 2-1-1 and provide feedback as needed.

**Required Skills and Abilities:**

- High level of professionalism, confidentiality, and capacity to work independently.
- High level of written and verbal communication skills with attention to detail and organization.
- Demonstrate proficiency in using call center software, computer hardware, and telephone equipment.
- Ability to work alternative schedules and demonstrate flexibility in times of disaster.
- Engage in and maintain knowledge of UWM programs and strategies.
- Proactive in engaging in or seeking out self-learning opportunities.
- Ability to work effectively as a team member and assist other staff members willingly.
- English proficiency sufficient and bilingual preferred for communication with supervisors, co-workers, clients, and customers.
- Knowledge of MS Office Outlook, Excel, Access, and Word Processing software.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**Education and/or Experience:**

- Associate's degree (preferred) from a two-year College or University and/or 2+ years related experience and/or training in Social Services or Human Services.

**Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer.
- Regularly reach with hands and arms and talk or hear.
- Occasionally required to walk; climb or balance and stoop, kneel, crouch, or crawl.
- Must occasionally lift and/or move up to 10 pounds.
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- The noise level in the work environment is usually moderate.

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**Benefits:**

- Paid holidays
- Shared health, dental, and vision insurance
- Generous 401(k) Retirement plan
- Paid vacation and sick time
- Employer-paid life and disability insurance
- Professional development assistance
- Tuition reimbursement
- Onsite cafeteria and gym

**How to Apply:**

Please submit your cover letter and resume to [resume@UWMidlands.org](mailto:resume@UWMidlands.org)

*United Way of the Midlands is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.*