



**INLAND EMPIRE UNITED WAY**  
**211 Call Specialist – Full time, nights**  
**Job Summary**

**Program Description**

The Inland Empire United Way's 2-1-1 San Bernardino County initiative has for its goal, to provide timely, effective access to accurate and comprehensive information and referral for the residents of San Bernardino County and provide coordination support in times of disaster.

**Position Overview:**

United Way 2-1-1 in San Bernardino County has a full-time opening for a 2-1-1 Call Specialist position, primarily for the graveyard shift. The 2-1-1 Call Specialist responds to calls, collects information, performs caller assessment, provides information to persons seeking help and conducts follow-up calls.

**Duties**

Assisting the Callers:

- Answer incoming telephone calls, collect caller data and enter data into database
- Assess needs of callers and refer callers to appropriate resources
- Conduct follow-up surveys with callers

Performance & Continued Learning:

- Successfully maintain performance parameters and learn through various means

2-1-1 Clerical Duties:

- General clerical duties; letter writing, faxing, copying, message handling, assist in scheduling, weekly reports, handling messages, purchase orders, office inventory, filing, data input and maintain marketing materials

Special Projects:

- Other duties as assigned by 2-1-1 Director/Manager, such as; maintain record of community interest & requests, assist in major projects, assist in research & data input, assist with grant maintenance and translating as appropriate

**Requirements & Qualifications**

- Must be English/Spanish bilingual
- Must have basic computer skills
- Must be willing and able to become AIRS/CIRS certified
- A.A. degree preferred
- Call center experience helpful but not required
- Must be able to work flexible hours including nights and weekends.
  - Scheduling: **Primary shift hours: Thursday- Sunday 12am – 8am and Monday 4pm – 12pm. Training Schedule (during the first 3 months): Tuesday- Friday 8am – 4:30pm, and Saturday 2pm – 10pm.**

**Physical Requirements**

Must be physically able to operate a variety of machinery including communications equipment; and office machines such as computers, typewriters, calculators, facsimile, copiers, etc. Must be able to lift/move heavy objects. Sedentary work involves sitting most of the time but may require the ability to stand, stoop, squat, for long periods of time.

**Salary & Benefits**

- Competitive pay plus regular United Way full-time employee benefits

**If interested, please send resume and cover letter to (no calls please):**

Leticia Ruiz, 2-1-1 Call Center Supervisor  
lruiz@ieuw.org

*Inland Empire United Way is an equal opportunity employer M/F/D/V; females and minorities are encouraged to apply. Background checks and drug tests are performed and job offers are contingent upon successful screening.*

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