

Job Description

Job Title:211 Helpline Call Specialist (part-time, overnight)Responsible To:Call Center ManagerResponsibilities:211 Helpline Call Specialists are responsible to provide quality customer
service to the consumers of the 211 Helpline and operational assistance
to Helpline Center services.

A. To serve and maintain the Helpline Center

- 1. Demonstrate sensitivity, empathy regarding human service issues. Project a nonjudgmental attitude towards those requiring assistance.
- 2. Answer and provide appropriate assistance for information/referral calls following policies and procedures.
- 3. Answer and provide appropriate intervention/assistance for listening/support calls following policies and procedures.
- 4. Answer and provide appropriate intervention for crisis/suicide calls following policies and procedures.
 - a. Prevent suicide by intervening with emergency personnel as needed.
- Answer and provide appropriate information and intervention for contract calls.
 a. Knowledge about all contract specifications.
- 6. Document calls correctly into computer tracking system according to procedure.
- 7. Identify active callers and follow appropriate directives as listed in the active caller profile sheets.
- 8. Contact Helpline Center supervisor, on call staff, or back-up staff as necessary.
- 9. Complete suicide follow-ups and Quality Surveys according to procedure.
- 10. Complete call monitoring according to procedure.

B. Provide general assistance

- 1. Complete back-up of network as necessary.
- 2. Complete projects as requested by the Helpline Manager or other Helpline Center staff.
- 3. Initiate and organize projects while maintaining flexibility in answering all call center lines.

C. Maintain awareness of Helpline Center Resources

- 1. Attend all scheduled Helpline Center staff meetings, inservice meetings, and annual staff retreat.
- 2. Complete ongoing training assignments as required.
- 3. Review email, announcements, resource books, manuals and directories during each shift worked.

D. Professionalism

- 1. Support and carry out the mission of the agency.
- 2. Follow agency policies, including personnel and programmatic.
- 3. Participate in the agency; demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.

E. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified.

Qualifications: Bachelors degree in a social services field or equivalent experience, strong verbal and written communication skills, prior experience with crisis situations, flexibility and computer literate. Offers of employment are contingent upon acceptable criminal background check.

Hours: Non-exempt. 10 - 12 hour overnight shifts, (10pm – 8am or 10pm – 10am). Will include coverage of holidays.

Updated: Jan, 2013

Employee	Date
Supervisor	Date