



Job Description – 211 Information & Referral Specialist

Exempt or Non-Exempt:	Non-Exempt
Full-time or Part-time:	Full-time
Regular or Temporary:	Regular
Bargaining or Non-Bargaining:	Bargaining
Department:	211
Reports To:	Supervisor & Program Manager
Minimum Days Required in Office per Week. This minimum is subject to change per department needs and at the direction of the supervisor. The requirement is expected to be higher for new employees during their first 6 months of trainings.	0

About Aloha United Way

Aloha United Way is a non-profit agency that has been serving Oahu for over 100 years. We bring resources, organizations, and people together to advance the health, education and financial stability of every person in our community.

Leading With Equity

We believe that diversity, inclusion, equity, and justice are essential for a healthy society. It is our responsibility to actively practice and promote these values and condemn all forms of discrimination in our daily work.

Aloha United Way recognizes the impacts of colonialism, structural racism, ethnic discrimination, and other forms of oppression that have had significant and disproportionate influences on generations of people in Hawai'i. We acknowledge that these inequities are the result of systems and practices that have contributed and continue to contribute to persistent disparities. Each community member, donor, volunteer, advocate, and employee must have equal access to solving community problems.

Aloha United Way funds impact-based programs to improve the socio-economic status, health outcomes, education, and overall well-being of Native Hawaiian and other historically marginalized communities, and is committed to working with community partners to co-create solutions with Native Hawaiian, Black, Indigenous, and People of Color (BIPOC) that dismantle these systemic inequities and create an equitable and just Hawai'i where everyone has access to the resources, support, opportunities and networks needed to thrive.

Equal Opportunity Employer

Aloha United Way is an equal opportunity employer and committed to building an organization that is diverse, and a work environment that is safe and inclusive for all employees. We recognize that generations of Native Hawaiians, people of color, people from working class backgrounds, women, and LGBTQ+ people have been marginalized. Because we believe that

these communities must be centered in the work we do, we strongly encourage applicants from these identities to apply. Candidates from all spectrums of race, ethnicities, national origins, ages, sexual orientations, gender identities, religions, socio-economic backgrounds, and levels of physical abilities are welcome to apply, regardless of experience and preferred qualification criteria.

About the Role

Under the direct supervision of the Program Manager, provides phone and clerical services for AUW-211.

Essential Duties and Responsibilities

- Answer incoming calls and provides information and referrals to the appropriate providers.
- Completes data entry of caller log screens which record clients' requests, referrals made and unmet services requested.
- Administers quality assurance checks by performing client follow-up, with a sample of callers, to ensure clients receive appropriate services that are effective. Offer additional assistance, if necessary.
- Deliver feedback to the Program Manager and/or VP of Community Impact, which can include recommendation for addition or deletion of services identified in the referral process
- Supports a positive team environment through active participation in team-related activities.
- Occasionally assists with campaign functions.
- Performs data entry on updates and new resources.
- Occasionally assists with bulk mailings, telephone outreach for program projects.
- Performs other duties as assigned.

Preferred Qualifications

Skills & Knowledge:

- Must be able to handle difficult phone calls, including from community members in crisis, with empathy, confidentiality, and care.
- Experience highly valued in working with high volumes of customer or client requests, or with clients in stressful situations.

Education & Experience:

- Graduation from high school or GED.
- Previous working experience in customer service, or with telephones and/or computers helpful.
- Previous working experience in nonprofit helpful but not required.
- Previous working experience in a team environment desired with strong communication and interpersonal skills.

Required Qualifications

- Must be authorized to work in the United States
- Must have a car to drive for the job and have drivers insurance (Only for Resource Development positions)
- Must be able to pass a background and drug test
- Must be located in Hawaii or have pre-existing plans to be in Hawaii

What We Offer

A collaborative environment where each member is dedicated to supporting a community focused non-profit agency. Your continuous learning and growth are encouraged and your successes and contributions are celebrated in a supportive but fast-paced and outcome-oriented team environment.

Benefits and Compensation

- Full 100% Medical Coverage
- 85% Medical Coverage for Dependents
- Medical Coverage includes:
 - Dental
 - Vision
 - Massage
 - Chiropractic
 - Acupuncture
- 401k and ROTH Plans with up to 4% Company Match
- Paid vacation and sick days
- 14 company holidays
- Employee assistance program
- Ergonomics benefit
- Life, long-term disability insurance
- Identity theft protection insurance
- Flexible spending account

****Benefits are subject to a waiting period.