

## Work Study Job Description

<b>Job Title</b>	211 Information and Referral Specialist
<b>Organization Name</b>	United Way of Pierce County
<b>Job Location</b>	
<b>Address</b>	1501 Pacific Ave Tacoma WA 98402
<b>Pay Rate</b>	\$10.50 - \$11.50
<b>Employment Period</b>	Summer, Academic Year
<b>Hours Per Week</b>	19 hrs/wk
<b>Contact Supervisor</b>	Renee Ghan
<b>Phone Number</b>	
<b>Email Address</b>	reneeg@uwpc.org
<b>Website</b>	www.uwpc.org

### Nature of Organization

United Way of Pierce County/South Sound 2-1-1 is an information and referral service that serves Pierce, Thurston, and Lewis Counties. 2-1-1 callers get connected with health and human service resources that can meet their needs.

### Duties and Responsibilities

Major responsibilities include responding to calls for assistance or opportunities to volunteer.

- Provide information and assistance for individual volunteer opportunities and group projects. Responds to written and email requests for information about volunteerism and/or community service.
- Coordinate with other service providers and organizations on behalf of callers.
- Perform administrative tasks such as record keeping, data entry, copying, mailing and preparing correspondence, etc.

### Minimum Qualifications

All majors fields of study are welcome; however, human services, social work, or communications study or experience is helpful. Candidates should be interested in helping people, possess strong customer service skills, and have an appreciation for diversity. Applicants must also be self-starters, innovative, flexible, and open to change. Bi-lingual applicants are encouraged to apply. Must be work study eligible.

### Educational Benefits

Improve communication, problem-solving, and customer service skills while providing comprehensive information & referrals and individual assessments. Enhance computer skills. Gain first-hand knowledge of current, local social issues and community needs. Serve your community by helping others access services and by connecting others with opportunities to volunteer.

**How to Apply**

Please send an updated cover letter and resume which includes hours of availability.

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Job Number: 70UNPC01 | Category: Office & Administrative | Program: Community Service - STA |  
Reimbursement Rate: 70%