OFFICE OF STUDENT FINANCIAL AID
UNIVERSITY of WASHINGTON
Division of Student Life

Work Study Job Description

Job Title	2-1-1 Information and Referral Specialist
Organization Name	United Way of Pierce County
Address	1501 Pacific Ave., Tacoma, WA 98402
Pay Rate	$10.50 - $11.50
Employment Period	Summer, Academic Year
Hours Per Week	40 hrs/wk, 19 hrs/wk
Contact Supervisor	Renee Ghan
Phone Number	
Email Address	reneeg@uwpc.org
Website	
EIN	91-0650669

Nature of Organization

United Way of Pierce County/South Sound 2-1-1 offers comprehensive information and referral services for Pierce, Thurston and Lewis counties. We connect callers seeking assistance with local programs that can best meet their needs.

Duties and Responsibilities

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

•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.
•Support other areas of 211 and United Way of Pierce County by assisting with other projects as needed.
•Perform follow-up activities for quality assurance purposes.
•Assists with mailings and other office duties as assigned.
•Acts as a liaison between United Way of Pierce County and the community.

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. Bilingual applicants are encouraged to apply! Compensated applicants 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
Email updated cover letter and resume including hours of availability to Renee Ghan reneeg@uwpc.org.

Job Number: 75UNPC02 | Federal 75% | Open