



Job Description  
**211 Racine Operator-First Shift**

**Job Title:** 211 Racine Operator-First Shift  
**Reports To:** 211 Racine Program Coordinator  
**Those Reporting To:** None

**Summary**

The 211 Racine First Shift Operator fulfills all the duties of a 211 Racine Operator (q.v.), including providing information and referral, supportive listening and crisis intervention services to inquirer who contact 211 Racine during the first shift of the weekday.

**Essential Duties and Responsibilities**

Essential duties and responsibilities include the following. Other duties may be assigned.

Provide information and referral, supportive listening and crisis intervention services to program inquirers.  
Conduct follow-up surveys for at least 10% of callers.

Complete data entry on each call received.

Assist in the completion of required reports as directed by the 211 Racine Program Coordinator.

Provide the Database Resource Specialist with any information in the database that requires updating or requesting additional information be entered into the database.

Attend program staff meetings; submit attendance and meeting minutes to the 211 Racine Program Coordinator.

Attend mandatory in-services.

Continue professional growth through independent study and attendance at training sessions and workshops.

Other duties, as time permits, at the discretion of the 211 Racine Program Coordinator and/or Executive Director.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Preference for employment will be given based on:

A Bachelor's Degree in Human Services or related field

A Bachelor's Degree with experience in Human Services

An Associate's Degree in Human Services

An Associate's Degree with experience in Human Services

A High School Diploma required and experience in the provision of Human Services, particularly active listening skills

Demonstrated evidence of interviewing, assessment, active listening and problem-solving skills.

Must demonstrate at hire or acquire through on-the-job training an ability to use a multiple line telephone system to answer incoming calls.

Must be able to work closely with others and foster a workable, effective and productive relationship with other staff, administration, volunteers, agencies and clients.

Must complete Alliance of Information and Referral Services (AIRS) certification once eligibility requirements to take the test are met.

### **Language Skills**

Must be able to read, write and speak English fluently.

Exceptional oral and written communication skills, including active listening skills.

Bilingual Spanish language abilities preferred.

### **Computer Skills**

Must possess basic computer skills, including (Microsoft Word), database (Access) and Internet communications and acquire through on-the-job training an ability to improve these skills.

### **Other**

Must be at least 18 years of age.

Must have empathy for people who are often in difficult circumstances and be accepting of diversity.

Must be able to demonstrate excellent problem solving skills and mature judgment.

Must understand the significance of confidentiality and be in agreement to maintain this policy in all areas of agency work.

Must be able to successfully complete a State of Wisconsin Department of Justice Criminal Background Check.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General office duties including the ability to sit for extended periods of time.

Must be able to climb three flights of stairs in 90 seconds.

Must be able to handle stress and work well under pressure.

Must be able to maintain emotional boundaries with all inquirers.

Must be able to handle crises.

Must be able to be mature and responsible in all areas of employment.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The call center is a general office environment located on the third floor of a building with no elevator in an urban inner city environment. Inquirers present with many issues including, but not limited to, physical,

sexual, and/or emotional abuse, alcohol and other drug use, mental health issues, physical health problems, and problems with family dynamics.

**Status**

This position is an exempt full time position not eligible for other employment with SAFE Haven of Racine, Inc.

**Required Hours**

Under no circumstances is any exempt employee to work more than forty (40) hours within a week without prior written supervisory approval.

SAFE Haven of Racine Inc. is an Equal Employment Opportunity/Affirmative Action Employer which affords employment opportunity to all applicants without regard to race, sex, sexual orientation, age, marital status, color, religion, national origin, handicap, disability or status as Vietnam-era or special disabled veterans; and is in accordance with applicable Federal laws and in compliance with the Americans with Disabilities Act.

This job description is subject to addition, amendment, change or revocation at any time without prior notice. The revised information may supersede, modify, or eliminate the existing job description.

A current copy of this job description must be provided to the employee, and maintained in the personnel file.

Signed: \_\_\_\_\_ Date \_\_\_\_\_