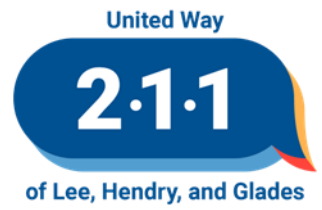




United Way of Lee,  
Hendry, and Glades



## **United Way of Lee, Hendry, Glades**

**Position Title:** United Way 211 Data Resource Manager

**Supervisor:** United Way 211 Director

**Classification:** Full time -Exempt. Days and hours of work are Monday through Friday, 8:00 a.m. - 5:00p.m. Some evening and weekend hours may be required as job duties demand.

**Salary Range:** \$42,000-\$46,000 DOE

**Location:** Fort Myers, FL

**Application Deadline:** December 31, 2022 5:00 PM

**Submit Cover Letter and Resume:** [Gail@UnitedWayLee.org](mailto:Gail@UnitedWayLee.org)

## **UNITED WAY OF LEE, HENDRY and GLADES**

United Way of Lee, Hendry, and Glades (UWLHG) is a volunteer driven organization dedicated to improving the quality of life for all people in our community. This is accomplished through fundraising, fund distribution (90+ partners), community building, volunteer advancement, and information and referral. UWLHG is an \$16 million nonprofit social services organization, with 70+ employees in four locations with the main campus being located at 7273 Concourse Drive, Fort Myers, FL. The majority of funding is from private donations although UWLHG also receives local, state, and federal grants.

### **Responsibilities:**

#### **Reporting**

- Responsible for running, developing, compiling, and preparing data sets/reports for 211 department.
- Analyze and interpret statistical data for local, state, and federal grants and programs.

#### **Data Base Management/Maintenance**

- Responsible for the overall support and maintenance of iCarol and Telex computer/software systems including troubleshooting and training.
- Provide iCarol and Telex training, monitoring and updates to afterhours call center, including problem solving as needed with the 211-management team.
- Responsible for daily updating, maintenance, tagging and indexing of new resources.
- Assess gaps/needs of the database, and programs to be included in the database.
- Develop, train, and implement Text and Chat features of the iCarol System.
- Develop and maintain Information and Referral database training manual.
- Maintain an audit trail for each organization that shows number of attempts to update, name of person who completed updates and when updates were successfully completed.

### **Other activities**

- Coordinate all website/internet related activities and processes including all approved applications of the community resources database and 211 Counts.
- Manage phone transfer to Lee County Emergency Operations Center in the event of an emergency or disaster.
- Assist with training contact center staff and volunteers on the use of the Information and Referral database & other technical aspects of the contact center.
- Maintain confidentiality of sensitive agency and client information.
- Prepare well-written narrative descriptions that thoroughly and clearly describe the agency's services, including where relevant: target populations, eligibility criteria, areas served, application procedures, etc.
- Assist in the development and implementation of a Quality Assurance process for the database. Review errors and discrepancies with 211 Operations Manager.
- Emergency Response- all employees will be required to work before, during, or after an Emergency as needed. During an Emergency, employees may temporarily be assigned to work and perform duties outside the normal scope of their position, location and work schedule to fit the needs of the County and its citizens.

#### **Knowledge:**

- Working knowledge and skill in the areas of data analysis, statistical analysis and critical thinking.
- Working knowledge of call center programs such as iCarol and Telex.
- Ability to prioritize and manage multiple tasks simultaneously, implementing and completing projects within stated timelines.
- Strong organizational skills with consistent attention to detail and accuracy.
- Strong communication skills, including written and verbal.
- Strong computer skills, including proficiency in database systems and Microsoft Office Suite (Word, Excel, PowerPoint and Outlook).
- Ability to work independently as well as in a team-oriented environment.
- Ability to establish and maintain positive and diverse working relationships is a must. Bachelor's degree or comparable work experience.
- A knowledge of community resources and services in Southwest Florida preferred.

#### **Physical Requirements& Working Conditions**

**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.

While performing the duties of this job, the employee is regularly required to sit, talk, and/or hear. The employee is frequently required to use finger and hand motion and occasionally to stand, walk, and reach with hands and arms. The employee must frequently lift and/ or move up to 30 pounds and occasionally lift and/or move up to 40 pounds. There may be additional physical requirements associated with department

meetings/events. Specific vision abilities required by this job include, close vision, distance vision, depth perception and ability to adjust focus.

Requires talking, hearing, and visual acuity sufficient to perform these major functions. Occasionally, the work of this position is spent at offsite meetings, or event locations within Lee, Hendry, or Glades County.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job operates in a professional office environment, including occasional off-site venues, and outside event areas in various weather conditions. This role routinely uses standard office equipment such as computers, phones, and photocopiers.

**United Way is an equal employment opportunity employer and does not discriminate against any person because of race, color, creed, religion, sex, national origin, disability age, genetic information or any other characteristic protected by law. This nondiscrimination policy extends to all terms, conditions, participation in all company-sponsored activities, and all employment actions. United Way will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in undue hardship.**

**Terms of employment are subject to satisfactory negative drug testing as part of our drug-free workplace program. Level II background screening will be conducted because of the nature of the position. Applicants may be asked to take an online skills assessment.**

**Additional Information:**

- UWLHGO is an exceptional workplace that can provide you with:
- Opportunity to work with smart, passionate and enthusiastic team members and volunteers
- Working with diverse staff and other constituents
- Culture of high-performance expectations and accountability
- Exciting and challenging work
- Opportunity to help solve the community's toughest problems
- Competitive pay that is commensurate with demonstrated successful performance and experience
- Paid Health and Dental Insurance for employee, 401K, and Monthly Accrued PTO