

Position Title: United Way 211 Data and Technology Lead**Classification:** Full Time Non-Exempt**Reports to:** United Way 211 Director**Wage Range:** \$ 19.32 – \$20.19 DOE**Location:** Lee, Hendry, and Glades Counties, FL**Application Deadline:** November 30, 2023**Submit Cover Letter and Resumé:** Gail@UnitedWayLee.org**ABOUT 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 a \$20 million nonprofit social services organization, with 75+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.

Summary:

The primary function of the 211 Data and Technology Lead is to develop and administer the process for strengthening and maintaining records for the iCarol database by working closely with community partners to add and maintain programs via targeted outreach and vetting of existing records.

Essential Functions:

- Support 211 resource specialist team with research, information updates, and technical assistance to ensure quality of service of the contact center.
- Responsible for maintaining a current, comprehensive, computerized inventory of nonprofit, charitable and government organizations in an assigned 211 service area and structured in accordance with policy and procedures.
- Update agencies in the 211 databases at regular intervals but at least annually
- Analyze, interpret, and prepare statistical data for local, state, and federal grants and programs.
- Provide iCarol and Telex training, monitoring, and updates to call center staff including problem solving as needed with the 211-management team.
- Coordinate 211 website/internet related activities and processes including all approved applications of the community resources database and 211 Counts.
- Complete any special projects/reports as assigned.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Education/Requirements

- Bachelor's degree preferred; Associate degree or comparable work experience will be considered.
- Working knowledge and skill in the areas of data analysis, statistical analysis, and critical thinking.
- Excellent communication, writing, editing, and organizational skills
- Computer skills: must be extremely proficient in Word, Excel, and Access or other database applications.
- Ability to manage priorities and to meet deadlines in a fast-paced environment.

Direct Reports: None

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 thirty pounds and occasionally lift and/or move up to forty 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.

This is a full-time position. Days and hours of work are Monday through Friday, 8:00a.m. - 5:00p.m. Some evening and weekend hours may be required as job duties demand.

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:

- 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