

## 2-1-1 Manager

Written by GBP Staff  
Friday, 24 October 2014 11:17 -

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GREEN BAY - Brown County United Way is seeking applicants to fill the position of 2-1-1 Manager, which will be full-time with benefits.

### Position Summary

The 2-1-1 Manager is responsible for managing all aspects of the work of the Brown County United Way 2-1-1 Call Center. This position also manages and works closely with call center volunteers, and builds and maintains collaborative relationships with donors, agencies and the general community.

### Key Responsibilities

- Oversee all operations of 2-1-1 including the program budget, MOUs, contracts and other agreements
  
- Ensure the 2-1-1 call center is operating according to Alliance of Information and Referral Systems

(AIRS) accreditation standards

- Supervise staff/volunteer and call center scheduling
  
- Supervise and ensure the maintenance of an up-to-date on-line database

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- ☐ Take 2-1-1 calls
  
- ☐ Supervise 2-1-1 interns and ad-hoc personnel
  
- ☐ Develop and carry out comprehensive fundraising and communications plans for 2-1-1 which actively  
  
promote 2-1-1 service capacity, availability and usage throughout the community
  
- ☐ Serve on 2-1-1 Wisconsin state committees and participate in state and national 2-1-1 efforts
  
- ☐ Keep abreast of community developments, attend events and meetings, serve on local committees,  
  
and participate in collaborative community projects and grants as appropriate and applicable
  
- ☐ Oversee the maintenance of the Community Connections E-mail Group
  
- ☐ Provide backup staff support to the overall organization as needed
  
- ☐ Other duties as assigned by the Vice-President of Community Investment & Strategic Impact

## Requirements

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Bachelor's Degree in Social Science, Public Administration, Planning or related degree/work experience; minimum two years prior employment in a human service-related field. Strong written, verbal, organizational and multitasking skills, and the ability to manage and work with a diverse group of staff, volunteers and partners. Experience in volunteer management and nonprofit budgeting a plus. Proficiency in Microsoft Office Suite. Certification in Information and Referral (CIRS) and Certification in Resource Database (CRS), which can occur after hiring.

### Relationships

Reports to the Vice-President of Community Investment & Strategic Impact. Works with all United Way staff and has relationships with various community and state- and national-level agencies, organizations, businesses and volunteers.

Qualified applicants should submit a cover letter, résumé and a minimum of three employment references to Sarah Inman at [sarah@browncountyunitedway.org](mailto:sarah@browncountyunitedway.org) . No phone calls, please. Applications will be considered until the position is filled.