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## Position Description

### Phone Support Specialist

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#### **ABOUT URBAN TRIAGE, INC.**

Urban Triage, Inc. is on a mission to empower Black families while mobilizing community resources and distributing them to those most in need. At the same time, we engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention. We are poised to do this through education, community support services, and advocacy that systematically reduces and eventually works to eliminate barriers such as inadequate education, lack of access to resources, and class and health disparities. Our goal is to promote positive health outcomes and reduce significant health disparities at the community level. We do this by meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels. We stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources. Most critically, with the community's trust and track record to carry out the work.

#### **POSITION GENERAL OVERVIEW**

Urban Triage has a position available as a Phone Support Specialist. The purpose of Phone Support is to talk directly with new or prospective clients via inbound and outbound calls, screen applicants, determine applicant needs, maintain confidentiality regarding assistance requests, review program applicant eligibility and discuss expectations. The ideal candidate should be able to effectively use a computer to complete data entry with speed and accuracy, demonstrate attention to detail, and possess the ability to work with clients in crisis from varied social backgrounds.

#### **ESSENTIAL RESPONSIBILITIES**

- Provide intake for clients seeking assistance
- Assess client needs and determine eligibility
- Must be able to understand and implement program rules, regulations, and guidelines
- Ensure online client applications are completed in full compliance with federal guidelines, policies, and all contractual requirements
- Answer questions regarding available services and provide resources to clients
- Provide information and referrals to clients for programs operated by Urban triage and its community partners
- Demonstrate flexible and efficient time management and ability to prioritize workload
- Other work / duties as assigned

#### **SKILLS and QUALIFICATIONS:**

- High School Diploma or equivalent
- At least one (1) year of customer service experience, preferably in a call center or other related office environment, not mandatory
- Computer skills: navigating various computer screens and/or databases to assist clients
- Typing Skills, 50 WPM
- Qualified individuals must possess the ability to deliver and engage in difficult conversations regarding program guidelines and criteria
- Must demonstrate effective verbal and written communication skills, and have the ability to address and prioritize client situations requiring immediate action or attention

- Excellent organization skills while focusing on accuracy and detail in order to accurately complete applications for resources
- Exceptional Customer Service skills
- Ability to research and problem solve
- Patient and able to remain composed in stressful situations
- Flexible and able to adapt to different situations
- Excellent verbal and written communication skills
- Ability to regularly work flexible hours
- Self-Directed
- Represent the Urban Triage team with professionalism

**DISCLAIMER:**

The job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

**COMPLIANCE REQUIREMENT:**

This job adheres to the ethical and legal standards and behavioral expectations as set forth in the code of business conduct and company policies. As a component of job responsibilities, employees may have access to covered information, cardholder data, or other confidential customer information that must be protected at all times. In connection with this, all employees must comply with both the Health Insurance Portability Accountability Act of 1996 (HIPAA) as described in the Notice of Privacy Practices and Privacy Policies and Procedures as well as all data security guidelines established within the Company's Handbook of Privacy Policies and Practices and Information Security Policy. Furthermore, it is every employee's responsibility to comply with the company's Code of Business Conduct. This includes but is not limited to adherence to applicable federal and state laws, rules, and regulations as well as company policies and training requirements.

**TO APPLY:**

Fill out the application here as well as send a resume and cover letter expressing your interest to [Hiring@urbantriage.org](mailto:Hiring@urbantriage.org). Women and minorities are encouraged to apply.