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| Program | Information and Crisis Services | |
| Location | Fargo, ND | |
| Job Title | Part-Time Call Specialist | Starting Pay \$12.00 per hour |
| Reports to | Training and Education Coordinator | |

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| Level/Grade | Type of position: Part-Time <input checked="" type="checkbox"/> | Hours less than 30 / week <input checked="" type="checkbox"/> Nonexempt |
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| GENERAL DESCRIPTION |
| Call Specialist staff will provide crisis intervention, listening and support, and information and referral services while answering FirstLink’s 24-Hour Helpline, Crisis Lines and Suicide Line. This position will comply with program policies, national standards, and maintenance of appropriate records. |
| WORK EXPERIENCE REQUIREMENTS |
| <ul style="list-style-type: none"> – Experience in customer service, call centers, human services, or crisis intervention – Preferred experience: FirstLink intern |
| EDUCATION REQUIREMENTS |
| <ul style="list-style-type: none"> – High School Diploma or GED – Preferred: Previous or current coursework in Human Services Field |

Essential Job Functions

- Provide direct service
 - Answer call as necessary
 - Work rotating weekends, overnights, and holidays
 - Ability to work shifts that are needed to be filled
 - Assure that all calls statistics are documented per policy during shift
 - Provide peer facilitation as needed
 - Maintain accurate records
 - Perform essential public services during and following local disasters

- Agency support service
 - Attend monthly staff meetings
 - Attend other trainings as required
 - Assist Helpline personnel with various tasks as needed
 - Assist with fundraising special events as needed
 - Regular cleaning and maintenance tasks
 - Complete 5&5

- Administrative support services
 - To perform all acts necessary or incidental to the operations of Information and Crisis Services
 - Perform all other duties as assigned

- Requirements
 - Must be 18 years of age or older
 - Maintain a professional attitude and working environment
 - Demonstrated expertise in customer service and crisis intervention
 - Strong organizational skills
 - Practical computer experience
 - Abide by FirstLink's policy of strict confidentiality
 - Comply with all state, federal and organizational policies and regulations
 - Ability to work evening, overnight and weekend hours, as necessary (during times of disaster, will work extra as needed)
 - Work at least 7 hours per month