



Program	Information and Crisis Services
Location	Fargo, ND
Job Title	Part-Time Call Specialist
Reports to	Training and Education Coordinator

Level/Grade	Type of position: Part-Time <input checked="" type="checkbox"/> <input 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: Associates or Bachelor's degree

Essential Job Functions

- Provide direct service
 - Answers calls during phone shift and as needed
 - 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
 - Provide peer facilitation
 - 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