



Job Description

Job title: Overnight Call Specialist

Work Location: Fargo, ND

Program: Information and Crisis Services

Reports to: Helpline Director

Full-time

Part-time

Exempt

Nonexempt

Essential Duties and Responsibilities:

The Overnight Call Specialist will provide direct service to callers reaching FirstLink through the 2-1-1 Helpline, Crisis and Suicide Lines, and referrals. This position will comply with program policies, national standards, and maintenance of appropriate records.

Direct Service

- Answer calls and provide direct service to callers reaching FirstLink through the 2-1-1 Helpline, Crisis Lines, National Suicide Prevention Lifeline, and referrals
- Work rotating holidays
- Ability to work any shift that needs to be filled, majority being overnights
- 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 all staff and committee meetings relevant to position
- Attend trainings as required
- Assist Helpline personnel with various tasks as needed such as bulk mailings, database support, printing certificates, faxing/scanning crisis forms, cleaning tasks, call monitoring and data input
- Perform deep cleaning of the facility including but not limited to stocking items, vacuuming, and dusting
- Assist with fundraising and special events, as needed
- Regular cleaning and maintenance tasks
- Complete 5&5
- Perform all other duties as assigned

Education and Work Experience Requirements:

- Preferred experience in customer service, call centers, human services or crisis intervention
- Preferred experience as a FirstLink Intern
- High School Diploma/GED (preferred Associate/Bachelor's degree in human service-related field)

Other Position 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
- Abide by FirstLink's policy of strict confidentiality
- Ability to work evening, overnight and weekend hours, as necessary (during times of disaster, will work extra as needed)
- Knowledge of computer operations sufficient to enter, retrieve and manipulate data
- Ability to function in a work environment with moderate noise levels from several sources creating constant activity
- Work under stressful conditions and react appropriately using good judgment
- Able to handle multiple tasks to receive and communicate information to and from several sources ensuring calls for service are dispatched and monitored in a timely manner
- Net Keyboard/typing speed of 40 wpm or better (Gross minus errors = Net)
- Ability to read and follow oral and written instructions
- Effectively prioritize situations and make decisions based on the information received
- Must have reliable transportation and be able to travel
- Assist volunteers/ interns / new staff in their program area of expertise and peer facilitating
- Work under stressful conditions and react appropriately using good judgment
- Comply with all state, federal, and organizational policies, and regulations
- Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.