

HELP CENTER, INC. JOB DESCRIPTION



Program: Help Center, Inc. (agency) & Help Center 211

Updated July 2022

Title: 211 & Operations Coordinator

Reports To: Help Center, Inc. CEO & Help Center 211 Program Manager

Salary Range: \$36,400- \$44,000 (DOE, pro-rated for FTE)

FTE: .5-1 FTE (This can be one full-time position, or can be broken into two, part-time positions based on the break-out of duties for 211 Coordinator and Operations Coordinator as listed in the description)

Schedule: Flexible.

Location: Bozeman, MT. Open to some remote work, but majority of hours need to be done at the Help Center building.

Benefits: At ½ time or more: Prorated PTO and prorated health benefits according to policies.

Probation Period: Six months.

Position Overview

The Operations & Resource Coordinator is an integral part of the Help Center, Inc. administrative team and general operations of the agency to support our mission. Serves as the lead expert and manager of the Montana 211 database for the Southwest Montana region.

Principle Duties & Responsibilities

211 Coordinator (in collaboration with other team members)

- Maintain, update, and review the resource database for the Southwest Montana 211 region in the iCarol software platform.
- Serve as expert and main point of contact for resource database, including assisting community agencies submitting and updating their information.
- Train & supervise volunteers who assist with resource database maintenance.

- Obtain and maintain certifications: Certification for I&R Specialists (CIRS), and Certification for Resource Specialist– Database Curator (CRS-DC)
- Train Help Center staff and volunteers on resource database maintenance.
- Communicate with the Montana 211 web developer on updates or maintenance.
- Assist with keeping abreast of and implementing any accreditation standards and requirements from our accrediting bodies.
- During times of disaster, update resources and actively seek out information.
- Active member of the Montana 211 Coalition, coordinating with other Montana 211 agencies.
- Attend and/or present at community stakeholder meetings about Montana 211.
- Serve as an advocate for Montana 211 in the National Portal
- Market/increase awareness of 211 resource database as a purchasable product for health information exchanges and other potential customers.
- Participate in reporting to accreditors and stakeholders with the Data Analyst/Evaluation Coordinator as needed.

Operations Coordinator

- Assist, as needed, in the agency's day-to-day operations such as: Checking and responding to emails, answering business calls, running errands, maintaining office supplies, interviewing volunteers and staff.
- Serve as member of the Help Center, Inc. Administrative Team, attending meetings and assisting in the decision-making process for various issues.
- Take meeting minutes, when requested, at various agency meetings.
- Maintain and establish accurate record-keeping (digitally and paper) within the agency.
- Assist with grant applications and reports.
- Assist with all accreditation applications and processes.
- Process new hire paperwork.
- Respond to workers comp and unemployment claims
- Basic accounting duties: billing statements, donations, deposits, and receipts. Assign expenses/income to appropriate program and account codes.
- Attend monthly meetings between the agency and contracted accounting company,
- Distribute monthly accounting reports provided by accounting company to Program Managers and Board of Directors.
- Assist in annual budgeting process.
- Create and maintain a grant management system, actively working with team members to ensure application submissions and reporting are done in a timely manner.
- Assist with agency financial audit.
- Renew agency professional memberships annually.
- Assist Development Coordinator in processing donations, sponsorships, and other fundraising duties, when requested.
- Assists CEO in calculating raises and bonuses for staff.
- Assist in the planning of the Annual Meeting/Appreciation Luncheon
- Assist with continued on-the-job training of general office procedures for volunteers and staff.
- Board of Directors Liaison/Assistant (meeting minutes, meeting reminders, compile

- documentation)
- Assist in coordination of annual Counselor Answering Service (CAS) and Mental Health Professional Database process

Qualifications:

- Associate or bachelor's degree, or combination of education and experience

Required Knowledge, Skills, and Abilities:

- Commitment to our mission of serving anyone who needs help, including vulnerable and under-served populations
- Experience in an office setting
- Excellent organizational skills
- Excellent oral and written communication skills
- Ability to take complex problems or tasks and break down into manageable steps
- Excellent interpersonal skills and abilities
- Ability to learn computer software tools quickly
- Ability to maintain confidentiality
- Ability to work independently
- Excellent ability to prioritize work duties in a continuously shifting environment.
- Ability to work calmly and effectively under pressure
- Ability to represent agency and issues in community meetings

Physical Demands:

- Ability to perform a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure. Ability to sit for extended periods of time, up to 4 or 5 hours.