



## **INLAND EMPIRE UNITED WAY**

### **Database and Website Maintenance Coordinator – Part-time**

Inland Empire United Way is a leading nonprofit organization devoted to strengthening the Inland Empire by investing in the lives and futures of those in need. By operating several direct service programs and collaborating with a network of strong community partners, IEUW seeks to build brighter futures for youth and families in the areas of education, health, and financial stability. IEUW seeks talented, motivated team members who are passionate about improving our community and who are looking to be part of a dynamic team working to make EPIC changes in the Inland Empire.

#### **Program Description**

Inland Empire United Way's 211 San Bernardino County provides easy access to accurate and comprehensive resource information & referrals for the residents of San Bernardino County, provides public information support during disaster, and answers several specialized lines such as Child Abuse Reporting, Reentry, and after-hours calls for other agencies. It is the trusted source of verified health and social service information, designed to assist people in overcoming barriers. 211 has been awarded continuous funding to manage a countywide Coordinated Entry System (CES) to direct Housing & Urban Development (HUD) funded activities to end homelessness.

#### **Position Overview**

The Database and Website Maintenance Coordinator will maintain the 211SB.org website and social media sites and work with other 211 resource staff to update the 211 database in accordance with AIRS Standards. This part-time non-exempt position for fewer than 30 hours per week is funded through June 2020 and carries the possibility that it may not be renewed if further funding is not obtained. No contract is implied; this position is "at-will" and employment may be terminated at any time by the employee or the employer. The availability of grant funds does not guarantee continued employment. This position reports to the 211 Operations Supervisor.

#### **Essential Functions 85%**

- Publish announcements, news and other relevant information on the 211 website and social media sites
- Survey agencies for information about services, document activities and follow-up with key contacts
- Maintain resource data records
- Collect and update information about services located in San Bernardino County and assist in ensuring accuracy of data and database processes
- Maintain all resource records according to AIRS Standards and 211 San Bernardino Standard Operating Procedures
- Make changes or additions to resource information from San Bernardino County departments within 48 hours
- Make changes or additions to resource information as assigned by designated staff within 72 hours
- Maintain communication with IEUW 211 staff and other partners to increase accuracy and comprehensiveness of database
- Represent 211 at community and partner meetings and conferences when necessary
- Monthly reporting of activities, data, statistics and upon request

#### **Secondary Functions 15%**

- Assume role of Community Resource Advisor during times of high call volume
- General clerical duties, which may include letter writing, faxing, copying, message handling, reports, office inventory, filing, data input and maintenance of marketing materials
- Meet, greet and tour visitors as part of support-building and donor relations

- Assist in research and data input, participate in outreach events and assist with grant maintenance
- Other duties as assigned

### **Qualifications**

- Knowledge of websites and social media processes preferred
- One year of experience in database management or in a related field in customer service
- Excellent writing skills required; with an emphasis on correct grammar; ability to summarize vital
- Strong computer skills with expertise in Windows, Microsoft Office; proficiency in Excel required
- English/Spanish preferred but not required
- Must be willing and able to meet AIRS/CIRS standards and become certified
- Must have reliable transportation, a valid California driver's license, proof of minimum required California vehicle liability insurance and a good driving record
- Must be available and able occasionally to work outside traditional office hours, including some evenings and weekends
- In the event of a disaster, may be required to work 12-hour shifts, 7 days per week

### **Physical Requirements**

The physical demands described here are a representation of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation to individuals with disabilities to enable them to perform essential functions may be available. While performing the duties of this job, the employee will be required to use machinery such as the telephone, computer, fax machine, and copier. The employee will be frequently sitting, walking, standing and/or carrying objects up to 25 pounds; the employee may also be required to drive for various periods of time. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus due to the regular activities of typing, screen monitoring, and computer usage.

### **Salary Range and Benefits**

Wage \$17.00/hour, payable bi-weekly. Benefits include paid holidays, accrued vacation and sick-leave.

**If interested, submit resume and cover letter to Christopher Darbee, 211 Operations Supervisor, at [cdarbee@ieuw.org](mailto:cdarbee@ieuw.org). No calls please.**

*"Inland Empire United Way is an equal opportunity employer. All offers of employment are contingent upon satisfactory background screen and drug test results."*

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