



Man-Tra-Con Corporation is working with a local employer to fill the following position:

Job Title: Resource Specialist (EP041122—01)

Location: Mt. Vernon, Illinois

Salary: TBD

Job Description

United Way in Mt. Vernon is seeking candidates for a Resource Specialist position. The Resource Specialist supports the company mission and connects clients with resources to help promote resiliency. The Resource Specialist supports the efforts United Way of South Central Illinois as the backbone of the agency under the direction of the Director. Work schedule is typically 8:00 a.m. to 4:00 p.m., but hours may vary with the possibility of early morning, evening, and weekend work.

KEY RESPONSIBILITIES/ESSENTIAL FUNCTIONS

Client Services

- Greet internal and external customers, donors, and volunteers, fielding routine questions and inquiries.
- Provide a welcoming and safe environment for community members to feel comfortable seeking care.
- Update a directory of resources and points of contact as necessary to provide accurate information to community members seeking support.
- Maintain accurate records of clients seeking care and obstacles faced to continually provide feedback to the Director on the need for evolving programs and resources.
- Document all referrals and partnerships to facilitate necessary follow-through and information-sharing.

Administrative

- Maintain contact with all partners and stakeholders, including updating contact information (phone, email, mailing address) into a central database as necessary.
- Answer, screen and direct incoming calls to the appropriate resource or staff member.
- Answer emails for general inquiry.
- Schedule and facilitate communication regarding meetings of staff and partners, including making arrangements for meeting spaces, sending invites and reminders, coordinating conflicting schedules, maintaining RSVP lists, registering guests, and securing vendors, as appropriate.
- Maintain calendar for common spaces and facilitate room set-up, as appropriate.
- Maintain purchase order system and purchase office (including postage), housekeeping and other miscellaneous supplies within established budget; ensures all supplies are stocked and available for staff use.
- Keep all office equipment properly maintained including making sure copier and printers are properly stocked. Arrange for equipment maintenance.
- As requested, compose miscellaneous correspondence, emails, memos, reports, etc. using proper grammar, spelling and punctuation.

- Coordinates schedules, makes and tracks appointments, and arranges and coordinates travel schedules.
- Assist with grant administration and attend grant presentations.
- Provide assistance to the Director, as needed.

EDUCATION/REQUIREMENTS

- Associate's degree in subjects related to office administration, business, health and human services, non-profit or organizational management, or social services, plus two years of work experience and/or an equivalent combination of education and experience related to the duties of the position.
- Knowledge of the non-profit sector is essential. Skills in grant management, program management, case management and/or volunteer engagement are desired.

WORK ENVIRONMENT

Must be able to work a flexible schedule with the possibility of early morning, evening, and weekend work.

ABOUT UNITED WAY

The United Way of South Central Illinois is an independent, locally governed and community-supported nonprofit agency that is focused on identifying and making a measurable change in four areas: Education, Basic Needs, Health and Financial Stability through funding, advocacy, creating collaborative partnerships, and developing volunteer resources. The organization focuses on creating long-term, lasting change to make South Central Illinois a better community for everyone. United Way also serves as the manager/fiscal agent for the city, county and state employee campaigns.

Mission

Unite and mobilize the community around focused effort that:

- connects our most vulnerable to basic needs,
- closes educational achievement gaps,
- promotes lifelong financial stability for all community members, and
- connects people with opportunities to give, advocate, and volunteer.

HOW TO APPLY

This employment opportunity is available at no cost to you! To apply, send your resume to: EmilyPerks@mantracon.org

**Man-Tra-Con Corporation is a member of the American Job Center network,
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