



211 Community Connector

Contact Community Services is a non-profit community agency located in East Syracuse, NY. We provide a variety of services that support the social, emotional, behavioral, and mental health of children, youth and adults. Our Crisis Services Division answers over 100,000 calls annually and provides supportive listening, crisis counseling, and crucial connection to local health and human services programs.

The 211 Community Connector handles incoming calls/texts to the call center on various assigned information and referral and community support lines. They are responsible for providing active listening, collaborative problem solving, and offering all applicable resources and referrals to clients. 211 Community Connectors are designated essential staff. Remote work is an option, contingent upon performance.

Qualified individuals will:

- At a minimum possess an Associates degree.
- Exhibit strong empathy, active listening, communication, teamwork, and interpersonal skills.
- Display strong documentation skills.
- Adapt quickly to varied protocol/requirements of each incoming/outgoing line.
- Exercise good judgment and decision-making skills, especially in a crisis situation.
- Navigate a web-based computer environment, database, and multi-line phone system.
- Effectively multi-task and use an internal messaging system during calls and throughout shifts.
- Have a deep understanding and belief in personal wellness.

Available shifts we are hiring for:

- Tue-Sat, 4 p.m. - 11 p.m.
- Fri-Mon, 8 a.m. - 4 p.m.
- Sun-Thu, 3 p.m. - 11 p.m.
- Mon-Fri, 4 p.m. - 9 p.m.
- We are also looking for part-time workers at various hours, minimum 15 hr/week.

*Work schedules are determined based upon call volume trends. This position requires working some holidays and working weekends (most staff work Saturday or Sunday, and some work both days of the weekend).

Pay rate:

Training rate \$17/hr

Post-training rate \$17.50/hr

This position offers generous late night and weekend differentials.

To be considered, please submit your cover letter, resume, and employment application to HR@contacsyracuse.org.

Contact Community Services, Inc. is an Equal Opportunity Employer. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability, or protected veteran status.