



**ORANGE COUNTY UNITED WAY
JOB DESCRIPTION**

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| Job Title: CIE Network Specialist | Reporting To: Senior Manager, HMIS |
| Department: 211 OC | Position: Full-time/NON-EXEMPT |

Purpose of Position

Under the supervision of the Sr. Manager, HMIS the CIE Network Specialist works to support the partner network for the GetHelpOC Community Information Exchange.

Key Duties and Responsibilities

- Provide support through the GetHelpOC helpdesk for the network partners including functionality, data quality, and best practices.
- Provision and de-provision authorized user access.
- Provide oversight of partner network usage and engagement.
- Follow-up with network partners on pending referrals that are outside of expected response to ensure meeting network standards.
- Maintain regular contact with GetHelpOC Referral Managers and Care Coordination user staff as needed.
- Participate in GetHelpOC partner meetings.
- Provide routine network usage, standard, and key performance indicator insights.
- Assist with GetHelpOC data clean up.
- Assist with writing knowledge base articles.
- Participate in GetHelpOC partner meetings.
- Work cross functionally to assure partner communications and messaging is consistent and provides best in class direction for our partners.
- In collaboration with the GetHelpOC team, ensure the participating agency adheres to GetHelpOC's Policy and Procedures including data security.
- Other duties as assigned. Responsibilities may change under manager discretion.

Core Competencies

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills - Maintains confidentiality; listens to others without interrupting; remains neutral and unbiased; remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly; listens and obtains clarification; responds well to questions; participates in meetings.



Written Communication - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.

Professionalism - Tactfully approaches others; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of the organization.

Job Requirements /Technical Knowledge

- Associate's or Bachelor's degree, or three years' equivalent experience
- 1+ years working in the health and human service field preferred
- 1+ years with experience in Salesforce or equivalent preferred
- Ability to maintain a positive, professional, and a discreet demeanor

Compensation

- \$24.00 - \$27.00/hour with competitive benefits.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 10 pounds.

Send Resumes To:

recruiting@unitedwayoc.org
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