



PA 211 Technology and Web Site Coordinator

PA 211 is a vital lifeline for Pennsylvanians, connecting individuals and families to essential resources that enhance their well-being and strengthen communities. We are a compassionate organization dedicated to empowering people through access to critical services, fostering resilience, and promoting social equity. PA 211 is a subsidiary of United Way of Pennsylvania.

Our mission is to ensure that every resident of Pennsylvania, regardless of their circumstances, can easily access the support they need to thrive. We believe in the inherent dignity of all individuals and strive to provide respectful, competent, and empathetic assistance to those facing challenges in areas such as housing, utilities, employment, and financial stability.

We are seeking a Web and Technology Coordinator who shares our vision of a more connected and supportive society. The ideal candidate will be a tech-savvy innovator with a passion for leveraging digital tools to amplify our impact. This role requires not just technical expertise, but also a deep understanding of how technology can be harnessed to serve our community better.

We value team members who demonstrate:

- A commitment to our mission of empowering individuals and strengthening communities
- Excellent communication skills to bridge the gap between technology and human needs
- Adaptability and a drive for continuous improvement in our service delivery
- The ability to juggle multiple priorities while maintaining a focus on our core values
- Proficiency in CRM tools, coupled with an understanding of how these systems can enhance our ability to serve others

By joining PA 211, you'll be part of a dedicated team working tirelessly to create a more equitable and supportive Pennsylvania, where every individual has the opportunity to reach their full potential.

Reports to: PA 211 Technology and Web Site Manager

Goals:

- 1) Cultivate and maintain relationships with regional 211 staff in order to support ability for all partners to maximize PA 211 technology for general information and referral as well as special projects.
- 2) Support implementation of PA 211's strategic priorities to maximize our human connections and how technology supports the operations of regional contact centers.
- 3) Optimize technology tools and access points which allow Pennsylvanians to be served in a manner that meets their expectations and maximizes automation to extend PA 211's human resource navigation capacity.



Key Responsibilities:

Database Management:

- Assist in the design, development, and implementation of database solutions under the lead of the PA Website and Technology Manager
- Ensure data integrity and security within the database systems by following defined security protocols and educating users, as needed.
- Build and maintain workflows and reports to support statewide and regional PA 211 projects within the PA 211 statewide database
- Perform regular data backups and implement disaster recovery procedures to ensure the continuity of PA 211 operation in case of system failure
- Optimize database performance by ensuring data quality and troubleshooting issues as they arise with end users.

Technology Infrastructure:

- Assist in the setup and maintenance of PA 211 software tools systems.
- Monitor system performance and make recommendations for improvements or user interface upgrades
- Manage end users on the systems and assist with troubleshooting.
- Maintain PA 211 web site self-search, co-branded web sites, and other content and features, and support integrations with regional web sites.
- Support analytics and reporting from PA 211's web site channel, including statewide and regional analytics
- Build forms, develop workflows, and deploy new functions, in partnership with regional providers.

Documentation and Training:

- Assist with documenting database schemas, configurations, and procedures.
- Assist with the development of workflow training materials and QA rubrics.
- Participate in statewide and national collaboratives as assigned by the PA 211 web and technology manager

Collaboration and Communication:

- Communicate effectively with stakeholders to gather requirements and provide updates on database projects.
- Explain difficult or technical information to 211 partners to drive collaboration and system improvement.
- Identify opportunities for process improvements.
- Assist in addressing questions, concerns, and/or complaints related to PA 211 technology
- Work with PA 211 Quality Assurance Team to ensure technology functions are aligned with Standard Operating Procedures for the statewide 211 network



Minimum Requirements:

- Bachelor's degree in information technology, computer science, social/human services, or related field
- Highly organized and able to handle multiple priorities effectively
- Prior experience in human services and/or information and referral is strongly preferred
- Excellent verbal and written communication skills
- Ability to work independently and utilize strong decision-making skills
- Ability to operate a motor vehicle, or provide your own reliable transportation to and from the office and regional PA 211 providers

Qualifications:

- Ability to work autonomously and in a team setting
- Effective at working with others to reach common goals and objectives
- Conveys complex ideas through brief, simple materials
- High degree of technology literacy
- Experience connecting how technology and systems work to provide excellent customer service and support the mission of community-based organizations
- Outstanding project management skills, with the ability to lead complex, multi-faceted projects forward to deliver results on time

This is a full-time, hybrid position with travel expectations. This position is non-exempt under the FLSA.

Salary and Benefits: United Way of Pennsylvania offers a competitive benefits package which includes health care, vision, dental insurance, paid time off, and a 403(b)-employer match. The salary range for this position is \$40,000 to \$45,000 per year, depending on qualifications and experience.

To apply: Please submit a resume' to info@uwp.org. Applications will be reviewed on a rolling basis until the position is filled.