



Part-time Customer Support & Technical Assistance Specialist

Job Description: The Minnesota Mental Health Community Foundation has an opening for a part-time support and technical assistance specialist to be to point person for Fast-TrackerMN.org. Fast-Tracker is our online, open-source database of Minnesota mental health and substance use disorder resources. The ideal candidate is a self-starter with small office or non-profit experience, who can think on their feet, communicate well over the phone and in-person, adapt to changing needs, and support callers with a wide range of abilities. This position is ideal for a grad student pursuing LMFT, LADC, PhD, LICSW, etc.

This is a part-time position in a small office in Roseville. Hours are flexible (to be determined with MHCF executive director) The position is for 20 hours per week at \$15.00 per hour starting immediately. Reports to MHCF Executive Director.

Duties:

- Promote Fast-Tracker, open-source database of MN mental health and substance use disorder resources.
 - Responsible for email and USPS outreach campaigns to provider / professional communities.
 - Responsible for email and USPS outreach campaigns to clients, patients, families, advocacy organizations, and general public.
 - Staff exhibit at educational and community events as needed.
 - Maintain record of outreach activities and assist in quarterly reporting process.
- Phone Presence / Duties:
 - Answer and return phone calls and respond to inquiries.
 - Log user and administrator calls to track Fast-Tracker performance and help developers prioritize enhancements.
 - Provide technical assistance to callers and respond to email inquiries.
 - Call current clinics and programs to remind them to update their information. Manage automatic email reminder system.
 - Maintain daily logs of phone calls and contacts.
- Online Presence / Duties
 - Provide technical assistance to callers and respond to email inquiries.
 - Add Fast-Tracker clinic and program requests that come in via email.
 - Track and help administrators set up clinics, add providers, services, insurance, and availability.
 - Email current clinics and programs to remind them to do updates and provide support as needed.
 - Maintain log of daily activities to track and report on Fast-Tracker usage via Google Analytics.
- Support new partner organizations / licensees:
 - Help develop and update Training Manuals.
 - Training support contact.
 - Liaison between partner organizations, licensees, DHS, other stakeholders, and MHCF.
- Other duties as needed

Experience / Skills:

- Previous phone support or customer service experience required.
- Previous computer troubleshooting experience preferred. Demonstrated computer aptitude required.
- Creative, independent, self-starter with strong written and verbal communication skills preferred.
- AA or BA/BS preferred.

How to apply: Interested applicants, please submit your resume to l.vukelich@comcast.net. Open until filled.

