



POSITION TITLE: 211 Supervisor
FLSA STATUS: Full Time/Salaried-Exempt
DEPARTMENT: Community Impact- Stability Services
REPORTS TO: Director of Stability and Community Programming

POSITION PURPOSE:

Under the direction of the Director of Stability and Community Programming, the 211 Supervisor is responsible for the management of the 211 Call Center. The 211 Supervisor will monitor the daily operations of the 211 Call Center and provide supervision of 211 employees, volunteers, interns, and other individuals providing 211 Call Center support. The 211 Supervisor will provide back-up support to the 211 Call Center as needed.

ESSENTIAL DUTIES:

Call Center Operations

- Oversee the daily operations of the contact center.
- Supervises and evaluates 211 Community Resource Specialist, Resource Specialist, volunteers, interns, etc.
- Develop and maintain 211 call center policies and procedures.
- Ensure complete high-quality customer service through development, implementation and enforcement of call center performance standards, including, data entered into Callpoint.
- Provide call center support to de-escalate caller conflict and resolve caller issues.
- Maintain confidentiality of all callers.
- Develop staff schedules to provide adequate coverage of phone lines, including availability of bilingual staff.
- Participates divisional meetings and facilitate call center meetings.

Technology

- Administrate UW 211 database systems (database, 211 App, email, text, and phone system)
- Ensure implementation and monitoring of efficiency improvements and changes to operations
- Continuous improvement of the processing of data and data management solutions Perform system customization as needed to all systems (database, 211 App, 211 Facebook/email, text, and chat)
- Assure compatibility and efficiency of database applications through ongoing system monitoring and evaluation
- Design and recommend processes, systems, procedures, and operational changes to increase efficiency and effectiveness of the databases (database, 211 App, 211 Facebook/email, text, and chat)
- Stay informed on Call Center technology
- Perform trouble-shooting tasks to help diagnose and correct system problems
- Monitor and modify the different platform systems to achieve optimum level of performance (database, 211 App, 211, email, text, and phone system)
- Work with computer software vendor and UPIC to coordinate technical support and solutions
- Investigate and troubleshoot any technology or reporting issues

Data Analysis and Reports

- Generate reports and conducts appropriate, evaluations to assess: staff scheduling effectiveness, interactive voice response (IVR) effectiveness and call type trends using the EPB supervisor dashboard.
- Identify effective contact center metrics measurements
- Generate effective daily, monthly and quarterly contact center metric reports, including the monthly SNAP report.
- Work with Director of Data Analysis and Strategy to analyze HMIS data and survey results and prepare data as requested for various departments.

Additional Responsibilities

- Serve on the Chattanooga VOAD committee.
- Team lead on disaster response
- Participate on 211/UWW/AIRS list serve
- Prepare project presentations.
- Work with the Marketing Department to promote 211 and develop marketing materials.
- Provide support to Directory of Stability regarding the kiosk project.
- Serve on internal/external committees as needed.
- Flexible to work on holidays, evenings, weekends.
- Performs other related projects and duties as assigned.

MINIMAL JOB REQUIREMENTS

Education:

- ◆ Bachelor's degree in a human services or computer science field preferred and
- ◆ A minimum of 2 years of supervisor experience.

Experience:

- Bachelor's degree in health and human services or related field with a minimum of Two years (2) experience in a 211 Call Center or a large, comprehensive I&R and
- Three years (3) experience in a general program administration and personnel supervision or direct managerial experience
- Knowledge of human services delivery and telephone systems/terminology.
- Knowledge of contact center software and use
- AIRS certification required within 18 months of hire date.
- Superior organizational and analytical skills.
- Demonstrate excellent attention to detail
- Must exhibit solid interpersonal skills and effective communication in working with various personnel inside and outside the department.
- Must possess positive attitude, be highly motivated and self-directed.
- Advanced Microsoft Office skills
- Excel proficiency required.
- Exposure to team facilitation and project management.
- Strong problem solving, analytical, and investigative skills.
- Experience and skill in performing data analysis and reporting.
- Proven ability to effectively manage multiple priorities-multi-tasker.

Core Competencies for ALL STAFF:

- **Mission-Focused:** Catalyze others' commitment to mission and to create real social change that leads to better lives and healthier communities. This drives their performance and professional motivations.
- **Relationship-Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift and move up to 10 pounds and occasionally lift and move objects up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:30 am to 5:00 pm.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

If you are interested in applying for this position, please submit your cover letter and resume to tammymccallie@uwchatt.org.

United Way of Greater Chattanooga is committed to equal opportunity employment by affirming the value of diversity and by promoting an environment free from discrimination. UWGC encourages people of diverse backgrounds and experiences to apply for this position.