

Job Title: Supervisor

Reports to: Program Manager

Organization Overview:

Founded in 2002, by the United Ways of New Jersey, NJ 211 is a nonprofit created to help people find community resources that address the basic needs of life – food, shelter, health care and more. NJ 211 is mission-driven and works tirelessly, 24/7, to answer the call for help via phone, text, chat and through our online social service directory. The goal is to empower people with referrals, information and hope to address their needs. With an annual budget of \$9M from government and charitable dollars, NJ 211 has become a trusted resource that residents, professionals and state officials turn to in times of personal crisis and statewide disasters. With national accreditation from Inform USA, NJ 211 utilizes best practices in delivering information and referral services.

NJ 211 is a friendly, fast-paced and demanding work environment. Our professional office offers a comfortable work atmosphere, conveniently located near Route 287 and Route 10. We value a life-work balance and provide four weeks PTO, flex time and hybrid schedules. Individuals with a passion for excellence and helping others will thrive at NJ 211.

Position Overview:

The Program Supervisor oversees daily contact center operations for the NJ 211 programs. Primary responsibilities include staff supervision, ensuring staff compliance with all SOPs, responding to escalated issues, monitoring calls and providing feedback and coaching to Community Resource Specialists to ensure quality service delivery, monitoring call floor activity and responding in real time to fluctuations in call volume and staffing.

This is a full time position.

Responsibilities:

- Supervise team of onsite or remote Community Resource Specialists (CRS).
- Mentor and develop staff by maintaining regularly scheduled individual and group meetings with CRS. Serve as a resource for consultation, guidance, debriefing, or general discussion of staff concerns. Serve as point of escalation for difficult or high risk calls and emails.
- In concert with the Lead CRS, manage the Queue. Monitor call floor activity (call volume, staffing, and agent productivity metrics) in real time to ensure key performance indicators are being met. Communicate with and direct the Lead CRS as appropriate. Respond to incoming calls/emails/voicemails if needed to cover periods of high call volume.
- Ensure quality service by conducting and documenting call monitoring Quality Assurance assessments for each CRS.
- Review call metrics reports and communicate individual statistics to CRS on a weekly basis. Provide feedback and coaching to ensure consistent quality of service that accord with KPIs.

- Consult with Program Manager and human resources to handle employee issues, document performance problems, implement corrective action plans, and terminate employment when deemed appropriate.
- Deliver training as needed, both new hire and refresher training.
- Manage voicemail process and ensure that all voicemails are responded to within established turnaround times and all required documentation is completed.
- Complete calls flagged for follow-up, especially crisis calls.
- Follow all relevant policy and procedures, and ensure staff compliance with SOP's, call scripts, and protocols, as needed.
- Identify needs and strengths of the program and provide feedback to Program Manager regarding resources and tools to enhance efficiency and productivity.
- Complete Annual Performance Appraisals for all direct reports.
- Other duties as assigned.

Qualifications:

- Demonstrate a positive, professional, collaborative relationship with all staff, across all lines of business
- 5+ years working in a Contact Center or Social Services setting or 2-4 years working at a Supervisor level in a Contact Center environment
- Associates degree in health or human services, bachelor's degree preferred.
- Bilingual English/Spanish preferred
- Inform USA Certified preferred
- Flexibility and ability to meet deadlines
- Self-directed with sharp attention to detail
- Professional or volunteer experience in training, coaching, mentoring
- Proven ability to work effectively with people of diverse ethnic and socio/economic backgrounds.
- Demonstrated evidence of assessment and problem solving skills.
- Strong oral and written communication skills.

This position may require occasional travel within NJ up to 10%

The salary range for the Supervisor is from \$45,000 to \$55,000 based on Program and experience.

NJ 211 is a disaster response organization working in partnership with the state emergency operation center. This requires all staff to be available during times of emergency, to work beyond normal hours and/or flexible hours to meet needs.

FLSA: Exempt. This position is not eligible for overtime.

NJ 211 does not discriminate based on race, color, national origin, sex, religion, age, disability, sexual orientation, gender identity, veteran status, height, weight, or marital status in employment or the provision of services and is an equal access/equal opportunity employer.

Revised: January 2024

