



Job Title: Contact Center Supervisor
Reports to: Program Manager

Company Overview:

Established by the United Ways of New Jersey to bring the 211 Service to its residents. The 211 Service begins with a national three-digit dialing code that connects to a live specialist with availability 24/7 via phone, text or chat. It is also an online, self-service portal to search for social service programs statewide. The majority of programs listed are nonprofits or government-operated. They help with essential needs such as housing, food, healthcare, childcare and utility assistance.

Our mission is to empower individuals by providing information, referrals, and hope to meet a broad range of health and human service needs. With an annual budget of \$9 million sourced from government and charitable contributions, NJ 211 is a trusted resource for residents, professionals, and state officials during times of personal crises and statewide disasters. Nationally accredited by Inform USA, NJ 211 adheres to best practices in delivering information and referral services.

Position Overview:

The Supervisor oversees daily contact center operations. Primary responsibilities include staff supervision, ensuring staff compliance with all program related 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.

The schedule is hybrid, working Sunday through Thursday 7:00 am to 3:00 pm.

Responsibilities:

- Supervise team of 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.
- Ensure quality service by conducting and documenting twice-monthly call monitoring for each CRS and provide feedback and coaching to ensure consistent quality of service.
- Review call metrics reports and communicate individual statistics to CRS on a weekly basis. Ensure individual and team KPIs are met.
- Complete Annual Performance Appraisals for all direct reports.
- Consult with manager and human resources to handle employee issues, document performance problems, implement corrective action plans, and terminate employment when deemed appropriate.
- Participate in new hire training in accordance with established training curriculum.
- Maintain all documentation according to established guidelines.
- In concert with the Lead CRS, manage the Queue. Monitor and react to daily 211 call floor activity (call volume, staffing, and agent productivity metrics) to ensure key performance indicators are being met.
- Manage inbound email, chat and text to ensure consistent messaging and response times across all 211 communication channels.
- Respond to incoming calls/emails/voicemails as needed to cover periods of high call volume.
- Attain subject matter expertise on one line of business.
- Serve as point of escalation for difficult or high risk calls and emails.

- 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.
- Identify needs and strengths of the program and provide feedback to the Contact Center Manager regarding resources and tools to enhance efficiency and productivity.
- Other duties as assigned.

Qualifications:

- Prior supervisory or lead experience; preferably in a contact center
- College degree in health or human services preferred
- Excellent customer service skills
- Strong written and oral communications skills
- Ability to train, coach and motivate employees
- Inform USA Certified preferred
- Bilingual English/Spanish preferred

FSLA: Exempt

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.

NJ 211 is a friendly, fast-paced and demanding work environment. Our new and 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 helping others will thrive at NJ 211.

NJ 211 offers a generous benefits package. Employee benefits include health, vision, dental, and life insurance, 401(k) savings plan with employer match, paid time off, paid holidays, and hybrid work schedule.

The salary range for the Contact Center Supervisor will be \$46,000.00 to \$56,000.00.

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.