



Job Title: Contact Center Supervisor
Reports to: Contact Center Manager

Company 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 email. The goal is to empower people with referrals, information and hope to address their needs. With an annual budget of \$7M from government and charitable dollars, NJ 211 has become a trusted resource that residents, professionals and state officials turn to times of personal crisis and statewide disasters. With national accreditation from AIRS, NJ 211 utilizes best practices in delivering information and referral services.

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 work life balance. Individuals with a passion for helping others will thrive at NJ 211.

Position Overview:

The 2-1-1 Supervisor oversees daily contact center operations for the NJ 2-1-1 programs. 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.

This is a full time in-office position 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 senior management 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 2-1-1 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 2-1-1 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.
- Work with Training and QA Supervisor to document departmental SOPs, Contact Center Scripts, and Protocols, as needed.
- Notify Management and Database team of any referral content changes.
- 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:

- 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
- College degree in health or human services preferred
- AIRS Certified preferred
- Bilingual English/Spanish preferred
- Flexibility and ability to meet deadlines
- Self-directed with sharp attention to detail
- Training, Coaching, Mentoring skills
- Organizational Skills and Problem Solving Skills
- Leadership and Motivational Skills
- Staff Development and Conflict Management Skills
- Strong Written and Oral Communication Skills

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

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.

The salary range for the Contact Center Supervisor is from \$45,000 to \$52,000 based on experience.

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.