



Job Title: Lead Community Resource Specialist
Reports to: Program 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.

Position Overview:

The Lead Community Resource Specialist (Lead) manages the call queue, and serves as front-line support to other Community Resource Specialists (CRS). The Lead reports to the Program Manager, but takes direction from the Supervisor on duty. The Lead assists CRS handle challenging calls, answers questions, and serves as first point of escalation. As subject matter expert in their program area, the Lead will train new hires, and deliver refresher training to existing staff. Further, the Lead will be responsible for drafting, updating, and maintaining the training materials.

This position is Tuesday through Saturday from 3 pm to 11 pm, and may be required for on-call or additional overtime.

Responsibilities:

- Serve as front-line support to CRS, answer questions and offer assistance with challenging consumers, handle escalations, and hand-off to Supervisor when appropriate.
- Monitor the call queue (call volume, staffing, and agent productivity) to ensure key performance indicators are being met.
- Handle inbound contacts from consumers when appropriate by answering call, chat, text and/or email requests.
- Create the queue report at the end of the shift, summarizing feedback from the CRS team, including performance statistics and snippets of the queue.
- Assist the Supervisor with leading monthly meetings, reviewing metrics and updating the staff on new processes.
- Achieves subject matter expertise in the Program.
- Delivers new hire and refresher training classes. Update and improve training materials
 - (powerpoints, video recordings, etc).
- Oversee new hires in hands-on training with live callers in the bullpen, before they are released to the floor.
- Participate in internal events, trainings, attend staff meetings, conferences and workshops in order to upgrade professional skills.
- Complete delegated tasks and special projects in a timely manner.
- Other duties as assigned.

Qualifications:

- High School diploma required. Two or four-year degree in health, human services, or related field preferred.
- One-year previous experience in call center preferred. Alternately, experience working with a social service organization.
- English/Spanish bi-lingual preferred.
- AIRS Certified preferred.
- Proven ability to work effectively with people of diverse ethnic and socio/economic backgrounds.
- Strong attention to detail.
- Working knowledge of standard business application software programs; ability to type and use multiple programs at one time.
- Demonstrated evidence of assessment and problem solving skills.
- Strong oral and written communication skills.

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.

FSLA: Non-Exempt. This position is eligible for overtime.

The salary for the Lead Contact Resource Specialist is up to \$20.00 an hour 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.