



NJ 2-1-1 Partnership

Job Title: NJ 2-1-1 Supervisor
Reports to: Help Center Manager

NJ 2-1-1 is non-profit, nationally accredited, 24/7 information and referral service for health and human services. We are supported by the United Ways of New Jersey, and state and local government. For more information, please visit our website at www.nj211.org.

Key Role:

The 2-1-1 Supervisor oversees daily call center operations for the NJ 2-1-1 programs. Primary responsibilities include staff supervision, ensuring staff compliance with all program related Standard Operating Procedures; responding to escalated issues, monitoring calls and providing feedback and coaching to Call Specialists to ensure quality service delivery; monitoring call floor activity and responding in real time to fluctuations in call volume and staffing.

Core Duties and Responsibilities:

Program Management

The NJ 2-1-1 Supervisor is expected to stay abreast in all new and current Lines of Business within the Call Center. This includes but not limited to Utility Assistance, Homeless Hotlines, ReachNJ, ReNew Jersey, Adult Protective Services, and general 211 calls. This knowledge is essential to be able to perform the following:

- Manage staff schedules within budgetary guidelines.
- 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.
- Serve as point of escalation for difficult or high risk calls and emails.
- Respond to incoming calls/emails/voicemails as needed to cover periods of high call volume.
- Manage inbound email, chat and text to ensure consistent messaging and response times across all 2-1-1 communication channels.
- Manage voicemail process and ensure that all voicemails are responded to within established turnaround times and all required documentation is completed.
- Train staff on new initiatives and implement related processes and procedures as indicated.
- Document departmental SOPs as defined by the management team.
- Assist Quality Assurance/Training Manager with writing Call Center Scripts and Protocols
- Work with the Database team to ensure referral database content meets the ongoing needs of staff and clients.
- Demonstrate a positive, professional, collaborative relationship with all staff, across all lines of business.
- Produce and/or analyze reports to identify needs and strengths of a program. Provide feedback to the 2-1-1 Help Center Manager regarding resources and tools to enhance the efficiency and productivity of program functioning
- Participate in external meetings
- Provide Presentations as needed

Personnel Management

- Supervise team of Call Specialists
- Mentor and develop staff
- Manage time off / vacation requests from Call Specialists.
- Consult with 2-1-1 Help Center Manager to manage 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.
- Conduct ongoing call monitoring and provide feedback and coaching to ensure consistent quality of service.
- Document results of call monitoring; document feedback and coaching sessions; maintain all documentation according to established guidelines.
- Review call metrics reports and communicate individual statistics to Call Specialists on a weekly basis.
- Maintain regularly scheduled individual and group meetings with 2-1-1 Call Specialists; serve as a resource for consultation, guidance, debriefing, or general discussion of staff concerns.
- Attend Bi-monthly Calibration sessions and participate in supervision meetings with 2-1-1 Help Center Manager.
- Complete Annual Performance Appraisals for all direct reports in accord with Agency practice.

Qualifications/Requirements:

- Ability to foster a workable, effective and productive relationship with other staff, administration, volunteers, agencies and clients
 - Ability to work effectively as a team member and provide assistance to other staff members willingly
 - Self-directed with sharp attention to detail
 - Organizational Skills
 - Motivational Skills
 - Conflict Management
 - Staff Development
 - Proficient in the use of databases, demonstrated ability to use Microsoft Office suite required
 - Good conceptual, analytical, problem solving skill
 - Coaching Skills
 - Must be able to work on a flexible schedule to include nights and weekends.
 - Must have reliable transportation.
 - Must be able to work holidays
 - Strong Written and Oral Communication Skills
 - College degree in health or human services preferred
 - 5+ years working in a Call Center or Social Services setting *or* 2-4 years working at a Supervisor level in a Call Center environment
- AIRS Certified preferred
 - Bilingual preferred
 - FLSA Classification: Exempt Employee

Applicants should submit a resume and cover letter to career@nj211.org.

No phone inquiries permitted.