

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

2-1-1 is a universally respected and growing national model. More than 12.8 million 2-1-1 connections to help are made annually. Today 94.6 percent of people living in the US have access to 2-1-1 services. Americans living in any one of our 50 states plus those residing in Canada and Puerto Rico now have access to community resources by dialing 211.

NJ 211 is a nationally accredited information and referral (I&R) service for health and human services. We are supported by New Jersey State and local governments and the United Ways of New Jersey. We are a non-profit, inbound call/contact center that operates 24 hours a day, 7 days a week, 365 days a year ... available **anytime** and **everywhere** in New Jersey. For more information, please visit our website at [www.nj211.org](http://www.nj211.org).

**Key Role Description:**

The Contact Center Supervisor (CCS) oversees daily inbound call/contact center operations and staff. Responsibilities include staff supervision, staff compliance with program protocols, staff utilization and coaching to ensure staff delivers quality and achieves specific KPIs. Additionally, the CCS is expected to monitor phone, text and chat queues as well as assign email requests to guarantee timely response to clients; answer questions in-the-moment to assist in support and expedited I&R services; monitor Client Resource Management (CRM) for supervisor escalations; and review client records and phone recordings for process and performance improvement opportunities. This CCS is scheduled for a 3:00 PM ET to 11:00 PM ET shift and may be scheduled for extended rotating shifts or shifts during a state of emergency. The CCS reports into the Contact Center Manager (CCM).

**Interested applicants should send their cover letter, résumé and compensation requirements to [careers@nj211.org](mailto:careers@nj211.org).**

***Personnel Management***

- Supervise a team of Community Resource Specialists (CRS)
- Mentor, develop and coach staff for process, performance and attendance improvement
- Review metrics and communicate individual KPIs to Specialists on a weekly basis
- Listen in on live calls, write summary of complete and incomplete activities, coach for operational excellence
- Monitor phone, text and chat queues plus assign emails to guarantee timely response to clients
- Answer questions in-the-moment to assist CRS support and expedite I&R services
- Complete Annual Performance Appraisals for 12 to 18 direct reports
- Consult with CCM on employee issues, performance problems, corrective action plans, et al
- Innovate training curriculum as well as deliver training on specific programs during new hire training
- Conduct team meetings with purpose

***Program Management***

- Identify opportunities to improve assigned Line of Business (LOB) program services
- Contribute to contact center scripts and protocols
- Notify management and Database team to referral content changes
- Be a Subject Matter Expert (SME) for assigned LOBs plus knowledgeable on other LOBs
- Spot trends and errors for assigned LOBs and champion continuous improvement initiatives
- Create periodic reports and write success stories for the assigned LOBs
- Attend LOB meetings to stay informed, Attend supervisor meetings to be calibrated with CCS peers

**Qualifications/Requirements:**

- Requires a Bachelor's degree preferably in Health and Human Services, Business Management or Communications
- 5 years Call Center or Social Services experience or 2 years Supervisor level experience
- Familiarity with cloud telephony software systems (Five9 preferred)
- Familiarity with client resource management or crisis referral helpline software systems (iCarol preferred)
- Demonstrate a positive, professional, collaborative relationship
- Leadership skills
- Strong written and oral communication skills
- Organizational, Motivational, Conflict management skills
- Staff development, Coaching skills
- Problem solving skills
- AIRS Certified a plus
- Bilingual a plus

FLSA Exempt Employee