

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

211 is a universally respected and growing national model. More than 12.8 million 211 connections to help are made annually. Today 94.6 percent of people living in the US have access to 211 services.

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 Scheduler (CS) manages the contact center schedule for up to one hundred community resource specialists creating the work schedule, adjusting for shrinkage, adjusting for staffing compliance with programs as well as make simulation schedules to assist in workforce forecasting. Responsibilities include audit community resource specialists' time sheets alongside contact center schedule; validate that assigned staff satisfies customer agreements; identify opportunities for the continuous improvement of contact center schedule; be a Subject Matter Expert (SME) for workforce management logic, processes and tools. The CS may be scheduled for extended rotating shifts or shifts during a state of emergency. The CS reports into the Contact Center Manager (CCM).

### ***Responsibilities***

- Manage a 24 hour, 7 day, 365 days a year contact center schedule
- Manage non-utilization time such as training, workshops, meetings and events
- Audit community resource specialists' time sheets alongside contact center schedule
- Validate that assigned staff satisfies customer agreements
- Identify opportunities for the continuous improvement of contact center schedule
- Be a Subject Matter Expert (SME) for workforce management logic, processes and tools
- Spot trends and errors in Agent Shift Adherence and make recommendations to solve
- Create periodic reports and write success stories for Agent Utilization, Agent Work Product Ratio, Agent Attendance

### ***Qualifications and Requirements***

- Requires a Bachelor's degree preferably in Computer Science, Business Management or Communications
- 2 years Call Center or 1 year Scheduling experience
- Familiarity with cloud workforce management software systems (Five9 Workforce Management WFM preferred)
- 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
- Strong attention to detail
- Planning and organizing skills
- Strong written and oral communication skills
- Problem solving skills
- AIRS Certified a plus
- Bilingual a plus

FLSA Non-exempt

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