**Job Title:** **Lead Community Resource Specialist**
**Reports to:** **Contact Center Manager**

**Company Overview:**
NJ 2-1-1 is a nationally accredited, nonprofit organization that provides the public with front door access to nonprofit, government and faith-based services, as well as disaster response information. In times of personal crisis, we help to make the caring connection to over 3,000 agencies offering more than 8,800 programs and services. Our services are free, confidential and multilingual. We are open 24/7/365. People can contact us by dialing 211; texting their zip code to 898-211 or chatting online. Our database of over 10,000 programs and services is also accessible from our website. For more information, please visit www.nj211.org.

**Positon Overview:**
The Lead Community Resource Specialist (LCRS), under limited supervision, serves as the first point of contact for other Community Resource Specialists (CRS). Assists CRS with the handling of challenging or escalated calls. Completes shift transition at the start and end of shift, including morning queue reports. The LCRS reports into the Contact Center Manager (CCM). LCRS is scheduled for the 3pm-11pm shift, and may be scheduled for extended rotating shifts or shifts during a state of emergency.

**Responsibilities:**
- Manages the Queue. Monitor daily 2-1-1 call floor activity (call volume, staffing, and agent productivity) 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.
- Receive contacts from consumer, answering inbound call, chat, text and email requests.
- Serves as first point of contact for the CRS and for assistance with challenging consumers and escalated calls, including homeless motel placement requests.
- Conducts test calls and Five9 skillset adjustments prior to the start of the shift.
- Creates the queue report at the end of the shift, summarizing feedback from the rest of the CRS, including performance statistics and snippets of the queue.
- Escalates to the supervisor as needed.
- Assists the Supervisor with leading monthly meetings, reviewing metrics and updating the staff on new processes.
- Participates in internal events, trainings, attends staff meetings, conferences and workshops in order to upgrade professional skills.
- Participates on select task forces and (i.e. mentoring program for new staff, participate in roll-out of new processes, etc.).
- Other duties as assigned.

**Qualifications/Skills:**

- Bachelor's degree in health and human services, or related field preferred
- One year experience in a human services position with demonstrated knowledge of community resources
- Demonstrated evidence of assessment and problem solving skills
- Strong oral and writing communication skills
- Problem solving
- Reliability
- Attention to detail
- Cooperation / Teamwork

FLSA –Non-exempt position. Eligible for Overtime.

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.

Equal Employment Opportunity – M/F/Disability/Veteran