Job Title: Contact Center Supervisor  
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 10,000 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](http://www.nj211.org).

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

This is a full time position from 7am – 3pm, Sunday through Thursday.

Personnel Management Responsibilities:
- Supervise team of onsite and remote Community Resource Specialists (CRS).
- Mentor and develop staff by maintaining regularly scheduled individual and group meetings with CRS. Serve as a resource for consultation, guidance, debriefing, or general discussion of staff concerns.
- Ensure quality service by conducting and documenting twice-monthly call monitoring for each CRS and provide feedback and coaching to ensure consistent quality of service.
- Review call metrics reports and communicate individual statistics to CRS on a weekly basis. Ensure individual and team KPIs are met.
- Complete Annual Performance Appraisals for all direct reports.
- Consult with 2-1-1 Contact 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.
- Maintain all documentation according to established guidelines.
- Other duties as assigned.

Program Management Responsibilities:
- In concert with the Lead CRS, manage the Queue. 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. Manage inbound email, chat and text to ensure consistent messaging and response times across all 2-1-1 communication channels.
- 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 voicemail process and ensure that all voicemails are responded to within established turnaround times and all required documentation is completed.
• Complete calls flagged for follow-up, especially crisis calls.
• Work with Training and QA Supervisor to document departmental SOPs, Contact Center Scripts, and Protocols, as needed.
• Notify Management and Database team of any referral content changes.
• Identify needs and strengths of the program and provide feedback to the Contact Center Manager regarding resources and tools to enhance efficiency and productivity.

Qualifications/Requirements:
• Demonstrate a positive, professional, collaborative relationship with all staff, across all lines of business
• 5+ years working in a Contact Center or Social Services setting or 2-4 years working at a Supervisor level in a Contact Center environment
• College degree in health or human services preferred
• AIRS Certified preferred
• Bilingual English/Spanish preferred
• Flexibility and ability to meet deadlines
• Self-directed with sharp attention to detail
• Training, Coaching, Mentoring skills
• Organizational Skills and Problem Solving Skills
• Leadership and Motivational Skills
• Staff Development and Conflict Management Skills
• Strong Written and Oral Communication Skills

TRAVEL: May be subject to occasional travel within NJ up to 10%.

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. Occasional evenings and weekends are to be expected.

FSLA: Exempt

To apply, please send cover letter and resume to careers@nj211.org by Jan 10, 2022.

Equal Employment Opportunity – M/F/Disability/Veteran