



JOB POSTING

POSTING DATE: September 30, 2016
POSITION: 2-1-1 Contact Center Supervisor
HOURS: Monday, Tuesday, Friday, Saturday, Sunday (9:30 a.m. – 6:00 p.m.); Full-Time (40 hrs)
OR
Monday, Thursday, Friday, Saturday, Sunday (9:30 a.m. – 6:00 p.m.); Full-Time (40 hrs)
JOB GRADE: 15

POSITION SUMMARY:

The 2-1-1 Contact Center Supervisor is responsible for overseeing the day-to-day operations of the 2-1-1 Health & Human Services Contact Center by providing direct supervision to the Lead, Senior and Contact Center Specialists in a 24/7 contact center environment. The 2-1-1 Contact Center Supervisor ensures the delivery of quality service on a continual basis through call monitoring, case review, and development of staff. This position strives to fulfill the mission of United Way of Connecticut (UWC) at all times while at work.

Essential Functions:

- Supervises the Lead, Senior, and Contact Center Specialists in the day-to-day responsibilities of their job functions.
- Utilizes 2-1-1 Contact Center technology to monitor and adjust staff scheduling to meet business needs and optimize client experience.
- Monitors and evaluates client calls and case reviews to ensure appropriate call handling, accurate agency referrals and follow-up procedures. Identifies call trends and patterns and proposes opportunities for improvement.
- Works with the Director of 2-1-1 Contact Center Operations and Manager of Quality Assurance & Training to identify training gaps and opportunities for staff development.
- Conducts one-on-one meetings and department meetings with staff on an ongoing basis.
- Works with 2-1-1 Contact Center management to set goals, objectives, and strategies for increased program effectiveness.
- Participates in the new hire process by scheduling and conducting candidate interviews.
- Reviews and ensures timesheets are submitted accurately to Human Resources.
- Prepares and conducts 2-1-1 Contact Center staff performance reviews. Provides timely feedback on performance by meeting with staff on a regular basis.
- Develops staff by providing opportunities to attend internal and external training sessions to refresh, enhance and broaden their knowledge of services provided.

Other Functions:

- Provides telephone coverage when needed to keep skills current and enhance knowledge of issues and software functions.
- On a rotating basis, is responsible for after hours and weekend on-call coverage for emergencies and staff vacancies.
- Attends workshops/conferences and agency initiatives to strengthen skills related to job function and professional development.
- Performs other duties as assigned.

QUALIFICATIONS AND SKILLS REQUIRED:

- Bachelor's degree in social work, psychology, sociology, counseling or related fields required.
- Minimum of three years' work experience in a human services position required.
- Minimum three years' experience working in a contact center environment required.
- Minimum of one year's supervisory experience and training required.
- Excellent knowledge of contact center technology and supporting software systems.
- Certified as an Information and Referral Specialist (CIRS).
- Certified as a Crisis Worker through AAS.
- Proficiency with MS Office applications.
- Ability to carry out job responsibilities with moderate supervision.
- Ability to maintain a high level of confidentiality in day-to-day duties.
- Solid written and verbal communication, listening, organization and priority setting skills.
- Strong customer focus in all tasks and activities, even while under pressure.
- Solid problem solving skills.
- Ability to work and produce in a team environment.
- Ability to be available for work outside normal working hours and be available for on-call work as needed over a 24 hour time period. Ability to relate well with people from diverse groups.
- Ability to perform job with integrity and values consistent with the UWC Mission.

TO APPLY:

Submit resume and cover letter explaining how you qualify
via email to recruitment@ctunitedway.org.

DEADLINE FOR SUBMISSION OF RESUME AND COVER LETTER:

October 29, 2016

As a VEVRAA Federal Contractor, United Way of Connecticut, Inc. desires priority referrals of protected veterans for positions at its location at 1344 Silas Deane Hwy, Rocky Hill, CT 06067.

Any questions may be referred to Recruitment@ctunitedway.org.

United Way of Connecticut is an Affirmative Action/Equal Opportunity Employer.

Male/Female/Disability/Veteran

www.ctunitedway.org.

United Way of Connecticut, Inc. endeavors to make www.ctunitedway.org accessible to any and all users. If you would like to contact us regarding the accessibility of our website or need assistance completing the application process, please contact (860) 571-7500. This contact information is for accommodation requests only and cannot be used to inquire about the status of applications.