



## JOB POSTING

**POSTING DATE:** October 14, 2016  
**POSITION:** 2-1-1 Contact Center Supervisor  
**HOURS:** Tuesday through Saturday, 4:00 p.m. – 12:30 a.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](mailto:recruitment@ctunitedway.org).**

### **DEADLINE FOR SUBMISSION OF RESUME AND COVER LETTER:**

**November 13, 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](mailto:Recruitment@ctunitedway.org).**

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

**Male/Female/Disability/Veteran**

**[www.ctunitedway.org](http://www.ctunitedway.org).**

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