



POSTING

Organization: United Way of the Midlands
Job Title: Manager, NE 211 Helpline
Supervisor: Sr. Director, NE 211 Helpline
FLSA Status: Full-time, Exempt
Location: Omaha, NE

As an organization that has been around for 98 years, United Way of the Midlands (UWM) has maintained a long-standing commitment to addressing social injustice by serving the underserved and partnering with other organizations that are striving to create a more equitable community. We are diligently working to learn more about the experiences of different communities and to strive for inclusivity and equity so individuals and families can lead the best lives possible.

The Manager, NE 211 Helpline is responsible for the overall management, and organization of the helpline staff. This person will inspire and lead the team members by example as well as assess their work and give them feedback to maximize performance.

Duties and Responsibilities:

- Hires, trains, and prepares call center specialists to understand and comply with all call center objectives, performance standards, and policies.
- Leads team meetings, asking questions to better understand what types of calls the Community Resource Specialists are receiving. Educates and coaches specialists regarding processes and practices, and explains expectations to employees.
- Answers specialists' questions, guides them through difficult calls, diffuses angry clients, and handles issues that cannot be fielded by specialists.
- Directs 211 Call Center Community Resource Leads on all shifts
- Creates and updates 211 team schedules
- Conducts performance appraisals; rewards and disciplines employees; addresses complaints and resolves problems.
- Takes on tasks or projects to support employees, other managers, and call center operations.
- Monitors and evaluates CRS' performance, provides learning or coaching opportunities, and takes corrective action, if necessary.
- Pulls data and reports, analyzes data, recognizes trends on various call center metrics, and creates action plans accordingly.
- Identifies operational issues and suggests possible improvements.
- Mentors Community Resource Specialists to build a positive culture and environment
- Fosters a positive working environment, focusing on teamwork
- Efficiently and appropriately delegates tasks
- Attends agency meetings to ascertain new or changing events or programs in the community. Networks with others.
- Provides assistance in administering and implementing various community programs.
- Regularly communicates with the Director, NE 211 Helpline, Database Manager, and Program Manager
- Stays informed and up to date on CRS standards and industry knowledge

Required Skills and Abilities:

- Outstanding communication and supervising abilities
- A results-oriented approach
- Ability to work under pressure
- Ability to relate effectively to a wide range of people from all economic, race, age, ethnic, religions, social groups, etc.
- Ability to adapt to changing situations while maintaining a high standard of quality and professionalism.
- Ability to communicate effectively within own department as well as with other departments within the organization and externally in the community
- Exceptional interpersonal, leadership, supervisory and organization skills
- High level of professionalism, confidentiality and capacity to work independently
- High level of written and verbal communication skills with attention to detail and organization
- Demonstrate proficiency in using call center software, computer hardware and telephone equipment
- Ability to work alternative schedules and demonstrate flexibility in times of disaster
- Engage in and maintain knowledge of UWM programs and strategies

Supervisory Responsibilities:

Directly supervises all Community Resource Specialists I and II. Carries out job responsibilities in accordance with the organization's policies and applicable laws.

Education and/or Experience:

- Associate's degree (preferred) from two-year College or University and/or 3-5 years related experience
- Must be CRS certified as an Community Resource Specialist or be eligible for certification, and pass the test within 12 months of hire date
- 3-5 years supervisory experience required

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Regularly reach with hands and arms and talk or hear.
- Occasionally required to walk; climb or balance and stoop, kneel, crouch, or crawl.
- Must occasionally lift and/or move up to 10 pounds.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.

Benefits:

- Shared health, dental and vision insurance
- Generous 401(k) Retirement plan
- Paid vacation and sick time
- Employer paid life and disability insurance
- Professional development assistance
- Tuition reimbursement
- Onsite cafeteria and gym

How to Apply:

Please submit your cover letter and resume to resume@UWMidlands.org

United Way of the Midlands is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.