



Job Description

Job Title: Manager, NE 211 Helpline
Department: 211
Supervisor: Sr. Director, NE 211 Helpline
FLSA Status: Full-time, Exempt
Approved Date: July 2022

Summary:

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:

- Hiring, training, and preparing call center specialists to understand and comply with all call center objectives, performance standards, and policies.
- Conducts performance appraisals; rewarding and disciplining employees; addressing complaints and resolving problems.
- Monitoring and evaluating agent performance, providing learning or coaching opportunities, and taking corrective action, if necessary.
- Pull data and reports, analyze data, recognize trends on various call center metrics, and create action plans accordingly.
- Answering agent questions regarding best practices or difficult calls.
- Identifying operational issues and suggesting possible improvements.
- Directs 211 Call Center Information and Referral Specialists on all shifts
- Mentoring I&R Specialists to build a positive culture and environment
- Fosters a positive working environment, focusing on teamwork
- Efficiently and appropriately delegates tasks
- Follows up with staff to ensure all work, projects, tasks, etc. are completed in an acceptable and timely manner.
- Create and update 211 team schedules
- Attend agency meetings to ascertain new or changing events or programs in the community. Network with others.
- Provides assistance in administering and implementing various community programs.
- Regular communication with the Sr. Director, NE 211 Helpline, Database Manager, and Training and Quality Manager
- Stay informed and up to date on CRS standards and industry knowledge

Education and/or Experience:

- Associate's degree (preferred) from two-year College or University and/or 2 years related experience
- Must be CRS certified as an Information and Referral Specialist or be eligible for certification, and pass the test as soon as possible
- Supervisory experience of at least two years preferred

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

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.

Acknowledgements:

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, management reserves the right to add, delete, and/or modify any of the job duties or requirements at any time.

Supervisor / Manager Signature

Date

Employee Signature

Date