

United Way of Northeast Florida

Position Description

# Position Title: 2-1-1 Operations Supervisor

**Department: Community Impact**

**Reports to: 2-1-1 Director**

**Reviewed: June 2021 FLSA Status: Exempt**

***Vision and Mission*:**

At United Way of Northeast Florida, we envision a community of opportunity where everyone has hope and can reach their full potential. Our mission is to solve our community’s toughest challenges by connecting people, resources and ideas**.**

Diversity, Equity and Inclusion is not only valued and demonstrated in our hiring practices, it is a fundamental part of our mission throughout our organization and the communities we serve.

## *Purpose of Position*:

The 2-1-1 Operations Supervisor is an innovative and operational leader responsible for contributing to the overall success of 2-1-1 Call Center; the premier Information & Referral (I&R) provider for nine counties throughout Northeast Florida. Supporting the organization’s mission, 2-1-1 connects individuals and families to critical health and human services in their greatest moments of need. The supervisor provides oversight and stabilization to daily operations, while supporting the infrastructure needed to deliver innovative products and new business lines. Additionally, this position will work with the director to develop and refine a training and coaching platform based on proven industry best practices and established call center metrics to ensure the highest quality and performance. The supervisor will use data from the call center and work with a diverse group of stakeholders, including community partners, funders, the business community and the members of our community to plan for and deliver health and human services.

***Key Responsibilities and Essential Functions***:

* Supervise community resource specialists and volunteers
* Coordinate telephony and CRM software systems maintenance and management
* Ensure all established 2-1-1 policies and procedures are adhered to by call center staff
* Conduct quality assurance monitoring of staff and volunteers to ensure call quality metric goals are met; provide coaching and develop improvement plans as needed
* Provide training and guidance for suicide/crisis counseling, information and referral services via telephone, SMS text, web chat, mail and e-mail
* Conduct and record attendance of monthly in-service and staff training sessions in support of skill acquisition, maintenance, and according to annual department training needs in such areas as confidentiality, crisis intervention, self-care, diversity, and others
* Prepare and oversee shift schedules to ensure proper coverage
* Ensure reporting, mailings and data collection/entry is completed accurately and in a timely manner
* Participate in planning and implementing program goals and objectives – to include drafting accreditation documents and updates in the Policy and Procedures Manual.
* Provide support with contracts, special programs and/or services to include preparation of reports for various other funders in support of agreement requirements
* Assist with budget planning, monitoring, and prepare monthly/quarterly billing for services rendered
* Respond to common inquiries or complaints from clients or members of the community
* Actively participate in the broader organizational activities and be a brand steward within the community, outside agencies and/or programs to enhance United Way services to the community

***Experience / Position Requirements*:**

* BA degree, preferably in Social Sciences or comparable work experience
* Minimum of four years management/supervisory experience; preferred experience includes training, quality assurance, and administrative procedures.
* Extensive working knowledge of Microsoft Word, Excel, and related computer software
* Knowledge of Alliance of Information and Referral Services (AIRS) and American Association of Suicidology (AAS) knowledge preferred
* Experience with suicide/crisis counseling, information and referral services via telephone, mail and e-mail desirable
* Possess excellent communication, customer service and time management skills
* Ability to effectively present information in one-on-one and small group settings to clients and other employees across the organization
* Conduct program evaluations, identify needed process improvements, address problems, collect data, establish facts and draw valid conclusions and present thought-out plans or solutions
* Demonstrate willingness to present alternative viewpoints, suggestions, solutions, and ideas as needed within 211 and the organization to enhance services in a collaborative and cooperative manner
* Available to work extended hours as needed and adjust work schedule with little notice to support center as well as to assist during natural and manmade disasters
* Ability to work effectively on site and in remote environments

***Professional Core Competencies Required***:

* Mission Focused: Creates real social change that leads to better lives and healthier communities. This drives performance and professional motivations.
* Relationship Oriented: Places people before process and is astute in cultivating and managing relationships toward a common goal.
* Collaborator (Includes teamwork and communication): Understands the roles and contributions of all sectors of the community and can mobilize resources (financial & human) through meaningful engagement. Strong supporter of a team environment.
* Results Driven: Dedicates efforts to shared and measurable goals for the common good; creating, resourcing, scaling and leveraging strategies and innovations for broad investment and impact.
* Brand Steward: Understands role in growing and protecting the reputation and results of the greater network.

***General Physical Requirements for Essential Functions of the Job:***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be allowed to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is regularly required to sit, talk, and/or hear. Continual use of the hands with wrist and finger movement using a keyboard is required*.* Specific vision abilities required by this job include long hours viewing a computer monitor screen. The employee may occasionally travel using personal vehicle and/or work outside normal office environment.

*This description does not contain a comprehensive inventory of all responsibilities and qualifications required of all team members assigned to this position. It is intended only to describe the key elements relative to each section. In addition, duties and/or requirements of this position may be modified, added or deleted at any time. This supersedes all descriptions previously written for the same position. Unique equivalent skills and experience may possibly substitute for required position requirements.*

*United Way of Northeast Florida is an Equal Opportunity Employer and a Drug Free Work Environment.*