



Inland SoCal United Way

INLAND SOCAL UNITED WAY / 211+

211 (Contact Center) Operations Supervisor

Inland So Cal United Way is a leading nonprofit organization devoted to strengthening the Inland Empire by investing in the lives and futures of those in need. By operating several direct service programs and collaborating with a network of strong community partners, ISCUW seeks to build brighter futures for youth and families in the areas of education, health, and financial stability. ISCUW seeks talented, motivated team members who are passionate about improving our community and who are looking to be part of a dynamic team working to make EPIC changes in the Inland Empire.

Program Description

ISCUW 211+ San Bernardino & Riverside Counties provide timely, effective access to accurate and comprehensive information and referral (I&R) for the residents of San Bernardino Riverside Counties and provides public information support in times of disaster. Operating a free, easy-to-access information line and website 24 hours per day, 7 days per week, and 211 is the County's leader in quality health and social service information management.

Position Overview

Under the purview of the 211 Director, the 211 Operations Supervisor is responsible for assessing and determining service quality of all call handling activities, texting and database maintenance. The supervisor will work collaboratively with his/her teams to provide high quality, person-centric service to the communities of San Bernardino and Riverside Counties with a focus on staff development, quality assurance, attainment of operational goals and overall service-level performance and monitoring by effectively planning, delegating and improving work activities through monitoring of real time and recorded calls. The 211 Operations Supervisor will be expected to support the leadership of 211 by applying company policies, motivating and training personnel, encouraging, supporting and implementing practicable employee suggestions for work improvements, giving prompt and constructive feedback to departmental employees, and serving as a role model.

Essential Functions:

Administrative: 15%

- Plan; organize; meet deadlines; assimilate and analyze information/data to recommend plan of action
- Work with 211 Director to identify, document and develop procedural and protocol manuals with the objective of quality service of the overall 211 experience – callers, database, website, etc.
- Review department procedures and protocols; recommend and implement changes as needed
- Create and foster a work environment that supports and values a high degree of professionalism in alignment with the company's core values
- Identify and help implement workflows, processes and training improvements
- Willingness to perform enhanced duties during disaster
- Manage requirements gathering, development, and implementation of new report requests.
- Work with stakeholders including with HR, Payroll and Finance to ensure consistency of master data across HR systems and processes
- Experienced and dynamic corporate trainer with excellent communication, management and team-building skills. Able to design and implement a variety of training programs for multiple purposes. Comfortable working in any industry with groups of all sizes.
- Develop a schedule to assess training needs
- Instruct employee training and onboarding
- Maintain a database of all training materials
- Assist in handling escalated calls
- Assist, supervise and support HELpline program
- Conduct Behavioral health trainings for the community
- Participate in any reporting functions and/or programs assigned to call center

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Quality Assurance: 80%

- Monitor real time and recorded incoming/outgoing CRA, Specialist, CES, Intern and Volunteer calls to determine adherence to quality/AIRS/agency standards
- Conduct audits of database to determine adherence to quality AIRS/agency standards.
- Participate in design of call monitoring, database audit formats and quality standards
- Gather and audit all information for monthly quality assurance sessions
- Use quality monitoring data to compile and track performance of team and individual level
- Participate in customer and client listening exercises to identify caller needs and expectations
- Coordinate and facilitate calibration sessions
- Provide coaching and maintain accountability to ensure quality customer service
- Conduct follow-up surveys with callers to gain insight on CRA performance, agency performance and service gaps
- Identify and recommend training for individuals of overall staff to leadership team
- Initiate and monitor preventive actions and continuous improvement projects in conjunction with the Operations Manager
- Perform follow-up coaching as needed in order to achieve high performance in all staff members
- Collaborate on training sessions and evaluations
- Able to analyze problems and strategize for better solutions
- Consult with other trainers, managers, and leadership
- Oversee quality of contracts assigned
- Scheduling of 211 Contact Center Staff
- Supervise interns and volunteers following the American Association of Suicidology contracted with 211

Other Duties: 5%

- Meet, greet and tour visitors as a part of support-building and donor relations
- General clerical duties: letter writing, faxing, copying, message handling, weekly reports, purchase orders, office inventory, filing, data input and maintenance of marketing materials
- Assist in major projects
- Other duties as assigned

Requirements & Qualifications

- Minimum of 2-3 years experience in customer service, quality assurance and/or performance management or similar, preferably at an in-bound call center. Non-profit experience helpful but not required
- 1 year of Social Service experience helpful but not required
- Strong knowledge of customer care processes and techniques
- Dedication to providing exceptional customer service
- Bilingual in English and Spanish
- Ability to multi-task; strong organization/planning skills and attention to detail are critical
- Strong coaching, mentoring and teamwork development skills are vital
- Excellent written and oral communication skills required; must be comfortable making public presentations
- Strong computer skills with expertise in Windows and Microsoft Office
- Strong technical knowledge with databases, ACD/PBX operations
- Must be able to work with diverse groups, including staff, board members, volunteers and external stakeholders
- Must have reliable transportation, a valid California driver's license, proof of minimum required California vehicle liability insurance, and a good driving record
- Must be willing and able to become AIRS/CIRS certified
- Must be able and willing to work flexible hours including nights and weekends and some holidays. In the event of a disaster, may be required to work 12-hour shifts, 7 days per week
- Must be willing to become AIRS, AAS and Asist Certified

Physical Requirements

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 made to enable an individual with disabilities to perform essential functions.

While performing the duties of this job, the employee will be required to operate a variety of equipment such as a computer, telephone, headset, copy machine, and fax machine. Sedentary work requires sitting for long periods of time but may require

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the ability to walk, stand, stoop and squat for various periods. Visual acuity and manual dexterity required for typing and computer use. Must be able to lift/move objects up to 10 lbs.

Wage and Benefits

Wages \$19.50 Hour, Full-time, non-exempt. Benefits include vision, dental, medical, life, AD&D and long term disability insurance, 11 paid holidays, accrued vacation and sick-leave.

If interested, send resume and cover letter to Jeannette Sepulveda, 211 Director, at jsepulveda@iscuw.org . No calls or agencies please.

“Inland Empire United Way is an equal opportunity employer. All offers of employment are contingent upon satisfactory background screen and drug test results.”

THIS COMPANY PARTICIPATES IN E-VERIFY

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