



2-1-1 Manager

WFH Flexible • Kalamazoo, MI



Description

STATEMENT OF THE JOB

The 2-1-1 Manager is responsible for providing supervision and leadership to the Contact Center and 211 Community Resource Staff. Supervision and oversight include contact center call/contact lines, service delivery, quality assurance, coaching, development, and training of staff members. The manager is responsible for connecting and collaborating within the whole contact center, community partners, and the Michigan 2-1-1 network.

ESSENTIAL FUNCTIONS

- Contributes to Gryphon Place's overall mission and vision, including the development of strategic goals and objectives.
- Accountable for daily oversight, supervision, and coaching staff, by:
 - Setting clear expectations and performance benchmarks, including effectively addressing performance issues.
 - Monitoring call lines and providing feedback to staff for quality assurance.
 - Creating development plans for staff and documenting areas for improvement.
 - Completing call debriefings, documentation review, and case discussion
 - Providing on-going training to staff.
 - Assists in the recruitment and hiring of qualified staff.
 - Involved in the development, coordination, management, and training of new staff
 - Approves employee timecards, time off, and ensures adequate scheduled staffing

- Collaborates with colleagues and staff to plan and host of staff meetings.
- Inspires, motivates, grows and develops staff.
- Leads change efforts and owns all outcomes.
- Assists with Reports, Follow-Up lists and Follow-Up reports and other reports as needed.
- Maintains professional relationship with social service agencies and other organizations.
- Assists in the InformUSA Accreditation and Certification process
- Participates in weekly rotation of on-call needs for the 24/7 Call Center
- Completes all other duties as assigned.

Requirements

QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in human services or related field, equivalent years of experience will be considered.
- Minimum of two years' contact center, or related experience
- Demonstrated experience in managing staff and developing a team.
- Prior experience in project management, preferred
- Successful completion of Inform USA – CRS Certification (within 12 months of hire)

KNOWLEDGE/SKILLS/ABILITIES

- Excellent interpersonal communication skills, both verbal and written.
- Ability to maintain strict confidentiality and inspire trust.
- Superior organization skills and a strong attention to detail
- Ability to plan, manage, and deliver multiple projects; organize, prioritize, and coordinate multiple work activities and meet critical deadlines.
- Excellent technology skills and ability to learn database systems.
- High level of decision-making and sound judgment.
- Ability to effectively and efficiently problem solve.

- Ability to complete assignments on time and stay on task with minimal direction.
- Ability to work independently and exercise good judgment.

WORK ENVIRONMENT

- Position requires some remote and some in-person work. In person work may include community meetings, outreach events, or agency based activities.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbents in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.

Persons are recruited, hired, assigned, and promoted only on the basis of job-related criteria and without regard to age, color, familial status, gender, gender identification, marital status, national origin, disability, race, religion, sexual orientation, veterans' status.
EOE

Salary Description

Starting at 50,000 based on experience