



POSITION DESCRIPTION

JOB TITLE: 211 Virginia Contact Center Supervisor

REPORTS TO: 211 Virginia Director of Operations

POSITION OVERVIEW:

Lead a team of community resource specialists in a fast-paced, 24/7 virtual contact center to achieve program goals. Develop and maintain an understanding of policies, procedures, and technology resources to assure program consistency. Ensure program excellence and compliance with protocols and standards set by 211 Virginia and the Alliance of Information and Referral Systems (AIRS).

RESPONSIBILITIES AND DUTIES:

- Demonstrate a clear focus on and passion for helping people in need.
- Provide direct supervision to a team of community resource specialists working in remote locations across the state of Virginia.
- Manage individual performance using clearly defined quality assurance goals and metrics.
- Hire and train staff, interns, and volunteers.
- Develop, monitor, and evaluate other quality assurance measures consistent with program goals.
- Track and report on individual and team performance monthly using data collected through technology platforms.
- Provide individual monthly coaching sessions to communicate successes and/or opportunities for development.
- Find or develop training opportunities for staff and ensure a minimum of six hours of professional development per year.
- Aid in the development of policies and protocols and ensure adherence to guidelines.
- Serve on the 211 Virginia leadership team and take part in regular meetings to ensure compliance with the state work plan and program standards established by AIRS.
- Provide technical support and troubleshoot issues as needed.
- Provide support answering calls as needed
- Participate and help as requested in CCS projects and programs.
- Perform other duties as needed

POSITION REQUIREMENTS:

- High school diploma/GED with at least 2 years of experience in the health and human services field.
- Experience in quality management, staff development, training, or supervision.
- Excellent written and verbal communication skills.
- Strong computer skills and proficiency in Microsoft TEAMS, Excel, Word, and PowerPoint.
- Experience working with remote staff preferred.
- AIRS Certification within 3 months of eligibility.

- Ability to rotate manager-on-duty responsibilities after hours and overnight, including weekends and holidays.
- Ability to develop proficiency in 211 software, including database and telephone/ACD systems.

CLASSIFICATION: Full-time, Exempt