



## **POSITION DESCRIPTION**

**JOB TITLE:** 211 Virginia Contact Center Supervisor

**REPORTS TO:** 211 Virginia Contact Center Director

### **POSITION OVERVIEW:**

Manages a team of community resource specialists in a fast-paced, 24/7 virtual contact center to achieve program goals. Develops and maintains an understanding of policies, procedures, and technology resources to assure program consistency.

### **RESPONSIBILITIES AND DUTIES:**

- Demonstrates a clear focus on and passion for helping people in need.
- Manages a team of community resource specialists working in remote locations across the Commonwealth.
- Monitors individual performance using clearly defined quality assurance goals and metrics.
- Serves as manager-on-duty on a rotating basis, including nights, weekends, and holidays.
- Tracks and analyzes performance data.
- Develop, monitor, and evaluate quality measures.
- Provides individual monthly coaching sessions to staff.
- Develops individualized coaching plans to improve staff development and performance.
- Identifies or creates training opportunities to meet professional development goals.
- Assists in the development of policies and protocols and ensures adherence to guidelines.
- Serves on the 211 Virginia leadership team, and helps as requested in CCS projects and programs.
- Provides technical support and troubleshoots issues as needed.
- Provides support answering contacts as needed.
- Performs other duties as needed.

### **REQUIRED SKILLS AND ABILITIES:**

- Strong leadership skills and ability to motivate staff in a high-stress virtual environment.
- Excellent verbal and written communication skills.
- Ability to gather, synthesize, analyze, and report on data metrics.
- Ability to work on-call as needed, including nights, weekends, and overnights.
- Very strong technical and computing skills with the ability to learn contact center software.

### **EDUCATION AND EXPERIENCE:**

- Bachelor's degree strongly preferred. High school diploma or equivalent required.
- At least 2 years in a leadership or management role, or a combination of education and experience.
- At least 2 years of experience in health and human services and/or contact center.
- Experience in quality management, staff development, training, or supervision.
- Experience working with remote staff preferred.

**CLASSIFICATION:** Full-time, Exempt