211info Position Summary

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| POSITION TITLE | REPORTS TO  |
| Community Information Center Manager  | Chief Operating Officer |
| STATUS |  | HOURS PER WEEK |
|  X Exempt | Non-Exempt | 40 |

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| **MISSION:** Our central hub empowers Oregon and Southwest Washington communities by helping people identify, navigate and connect with the local resources they need. |
| **CORE FUNCTION**: The Community Information Center Manager is responsible for the strategic vision and daily operations of the Community Information Center. The CIC provides accurate, compassionate and appropriate referrals to community, health and social services to people who are navigating the social services network. The CIC Manager ensures that the CIC is properly staffed with highly trained specialists with diverse experiences, languages and perspectives and are dedicated to assisting communities with accuracy, professionalism, and compassion.  |
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| **CORE ACCOUNTABILITIES**:  |
| 70 Database% | **Lead CIC:** Oversee all aspects of CIC operations including teambuilding, planning, technology, quality assurance and focus on diversity, equity and inclusion.* Supervise specialists, leads and supervisors according to agency policies, values and culture.
* Conduct regular employee evaluations; maintain personnel records; oversee scheduling.
* Investigate complaints, resolve problems and clarify issues concerning services.
* Interview, hire and train staff following agency emphasis on a building a diverse workforce.
* Provide debriefings, coaching and other supports to create professional, compassionate and results-oriented workplace.
* Implement new contracts and tasks to ensure smooth transition.
* Train, coach and supervise lead specialists and CIC supervisors.
* Determine disciplinary plan development and implementation.
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| 30% | **Participate in 211info leadership:** Participate in the Operations Team to advise on and develop 211info’s strategies, policies, contract agreements and maintain measurable program objectives. Assist in reviewing proposals for services. Assist in integration of specialty programs with core operations. |

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| **CORE COMPETENCIES**:  |
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| **Forward Thinking:** Consider efficiencies, explore options and engage in creative problem-solving. |
| **Critical Thinking:** Evaluate data reports to identify and implement improvements in service delivery.  |
| **Results Orientation:** Achieve high levels of personal and organizational performance. Team success is an important measure of individual success. |
| **Flexibility:** React and adjust positively to change. |
| **Cultural Competency:** Work effectively with diverse staff and partners; use communication tools and training methods that are tailored for people with different learning styles, ages, educational levels and socioeconomic backgrounds.  |
| **Promote Shared Values:** Build internal support for 211info values and represent the agency positively in public. |
| **Customer Service Focus:** Seek methods to improve external and internal customer service to improve agency operations.  |

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| **QUALIFICATIONS**: |
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| Minimum three years of crisis intervention/hotline service, or three years of experience working with a social service organization or call center. |
| Analytical skills to identify practical solutions to gaps in internal and external operations.  |
| Minimum one year of supervisory experience. |
| Bachelor’s degree in social work, psychology or other human service. Experience may substitute for degree. |
| Strong customer service delivery. |
| Knowledge of social services, governmental bodies and geography of Oregon and Southwest Washington preferred. |
| Ability to work effectively with diverse individuals; understanding of different learning styles. |
| Certification by Alliance of Information and Referral Systems (AIRS) is a plus; certification is required after two year of employment. |
| Strong written and verbal communication skills.  |
| Ability to use standard business application software programs. |
| Excellent attendance/punctuality is necessary in a call center environment.  |
| Fluency in more than one language preferred. |
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| **AGREEMENT**: Upon acceptance of employment, employee and supervisor’s signatures confirm that this job description has been reviewed and is understood to define the scope of work to be completed. I understand that this in no way constitutes an exhaustive list of my job duties, and that essential job functions/results may be subject to change at any time. The work schedule and program procedures are subject to change at any time. Continued employment after any change shall constitute acceptance by the employee. |
| **Employee (print name):**  |
| **Employee signature:**  |
| **Date:** |
| **Supervisor:**  |
| **Date:**  |
| **EQUAL EMPLOYMENT:** 211info provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or veteran status. 211info expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.  |