211info Position Summary

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| **TITLE** | **REPORTS TO:** |
| Community Information Supervisor | Community Information Manager |
| **STATUS:** X Exempt Non-Exempt | **HOURS PER WEEK:** 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**: Lead team of Community Information Specialists. Ensure high-quality service delivery so people in our service area have access to accurate, up-to-date information about comprehensive community programs. Participate in hiring, training and coaching staff. Organize efficient work flows and schedules that are responsive to contact trends, and ensure that data gathering, tech/equipment needs and ongoing training meet the needs of the community and stakeholders. Conduct quality assurance activities to improve CIC operations. | |
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| **CORE ACCOUNTABILITIES**: | |
| 80% | **Support Community Information Specialists:** Manage contact center operations including:   * Supervise and motivate staff to exceed service standards. * Lead hiring and training of CIC specialists and leads. * Ensure staff members are meeting performance standards and providing excellent customer service. * Investigate complaints, resolve problems and clarify issues concerning services. * Provide coaching to create a professional, compassionate and equity-focused workplace. * Problem-solve when staff experience technical issues. |
| 10% | **Coordinate with Operations Team:** Work closely with other departments to ensure effective collaborations.. |
| 10% | **Quality assurance:** Perform quality assurance activities including call monitoring and tracking of performance benchmarks. |

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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. |
| **Planning and Organizing:** Organize work effectively to reflect 211info’s priorities and ensure timely execution. |
| **Flexibility:** React and adjust positively to change. |
| **Cultural Competency:** Promote 211info’s equity goals. 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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| Two years of crisis intervention/hotline service or two years of experience with a social service organization or call center preferred. |
| Analytical skills to identify practical solutions to gaps in internal and external operations. |
| Community programs change rapidly and often; people who are quick learners and open to change are preferred. |
| Experience in 211 systems is helpful. |
| Excellent customer service delivery and interpersonal skills |
| Knowledge of public health, Covid-19 and social services. |
| Commitment to and knowledge of principles of equity, inclusion and diversity. We are committed to treating coworkers with the same compassion and dignity as our customers. |
| Certification by Alliance of Information and Referral Systems (AIRS) is a plus; certification is required after employee becomes eligible. |
| Strong written and verbal communication skills. |
| Ability to use standard business application software programs. |
| Ability to learn specialized software and hardware. |
| Excellent attendance/punctuality is required in a call center environment. |
| Preferred: fluent in language(s) in addition to English. |
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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. |