



## **Associate Director, 211 Contact Center**

Full Time

Hayward, CA

### **Overview**

Are you an experienced program leader who loves to connect people with the resources they need to improve their lives? If so, consider being our 211 Associate Director. Eden I&R is a nonprofit agency which envisions a community empowered with information and connected to resources, so that all people obtain health, happiness, hope, and improved livelihood. The agency's largest program is 211 Alameda County, the 24/7 multilingual phone line that provides resource information to individuals and families from throughout the county.

Eden I&R (<http://edenir.org>) is comprised of a dedicated team of approximately 36 staff working collaboratively to serve over 70,000 people per year in Alameda County with an annual program budget of \$2.7M. Eden I&R is expanding quickly and there is a growing need to provide resources for disaster preparedness, housing, transportation and other much needed resources for our community.

211 Alameda County is currently the countywide call center for the county's Coordinated Entry System (CES), to assist those living in homelessness by conducting an initial eligibility screen for CES and then transferring callers to the county's access points for assessment. Additionally, throughout the year, 211 often receives contracts to conduct proactive outreach to callers about such programs as the Earned Income Tax Credit (EITC), CalFresh, Medi-CAL, and/or Covid-19 Testing. The growth of Eden I&R is due to the immense volume of resources needed by the community and their ability to leverage the 24/7 multilingual contact center.

### **Summary**

The Associate Director, 211 Contact Center will be responsible for the operational excellence of the 211 Alameda County program. The 211 Associate Director is responsible for creating a highly effective culture of excellence, where the customer's experience and successful outcomes are the motivational force. The candidate will be accountable for overseeing and managing the workflow of the 211 Contact Center Manager and After Hours Manager, and management of 16+ staff who handle calls and two-way text communication for 211 Alameda County. This position is key to ensuring the team delivers on contract goals and Key Performance Indicators. The 211

Associate Director will have direct supervision of 2 supervising staff and indirect supervision of 16+ Phone Resource Specialists. This role will oversee the daily operations and workflow of the 211 Contact Center and After Hours phone lines, currently receiving 5,000 - 6,000 calls and two-way text conversations per month, and lead a multilingual, multicultural team of phone resource specialists (PRS), interns, and volunteers. The 211 Associate Director reports to the Director of Programs. The 211 program is the largest program at Eden I&R and is growing exponentially. This is a new position. The director needs to function with minimal supervision and utilize sound judgement to plan for and achieve the assigned tasks/goals.

**Responsibilities include but are not limited to the following:**

- Oversight of the 211 Contact Center Manager, After Hours Manager, and 211 Phone Resource Specialists to ensure 211 operational goals are achieved.
- Coach supervisory staff to ensure increased levels of quality and productivity.
- Work closely with the Eden I&R leadership team to cultivate an equitable and supportive culture of care for staff.
- Provide team building and morale support for mission driven work.
- Cultivate and sustain local partnerships by attending regularly scheduled direct services meetings and speaking engagements; implement effective time management strategies to ensure attendance.
- Collaborate with team members to collectively reach contract goals.
- Prepare for meetings with partners and report out relevant information back to the team.
- Implement effective call center strategies and special initiatives as the primary point person responsible for preparation, implementation and launch of new contracts involving 211.
- Manage the flow of information in and out of the 211 Contact Center as well as between other Agency departments.
- Ensure clear goals, objectives and performance standards are communicated and implemented across all levels of the call center.
- Monitor call center metrics to track productivity, service level, and adherence to contractual and funder obligations.
- Create and submit monthly, quarterly and annual reports both externally and internally to partners.
- Provide ongoing feedback to staff on various metrics such as performance and attendance, including semi-annual performance evaluations with the intention of supporting staff growth and professional development.
- Assess training needs and identify when additional, refresher training may be necessary.
- Design and develop training that aligns with business needs.

- Ensure that the agency meets certification standards of the national Association of Information and Referral Systems (AIRS) and other 211 regulatory organizations.
- Review After Hours reports to county supervisors/workers.
- Oversee the 24/7 schedule and coordination of 211 and After Hours staffing.
- Participate in Eden I&R's disaster response efforts.
- Work with appropriate staff to ensure that computer and phone systems are functional, accurate, and meet the 211 program needs.
- Assist with hiring for 211 Phone Resource Specialists.
- Other duties as assigned.

### **Requirements, Qualifications, Skills & Abilities**

- Bachelor's Degree in social work or related field or 5 years of relevant work experience required. Master's degree a plus
- Excellent management skills; at least five years managerial experience supervising and training staff/volunteers in progressively responsible positions, preferably in call center operations, case management, social services and/or nonprofit administration providing needs assessment and referrals
- Excellent time management and organizational skills
- Strong written and verbal communication/presentation skills
- Experience working with diverse populations and providing quality customer service cross- culturally
- Ability to work with clients in crisis
- Demonstrated problem solving and analytical skills and proven ability to monitor and analyze real time data and statistical reports
- Excellent computer skills and willingness to learn new programs including SMS texting, phone line technology, and multiple databases
- Demonstrated ability to work well with little supervision
- Strong project management skills
- Ability to work flexible hours, including evenings and weekends, and longer hours during a disaster
- AIRS/CIRS certification desirable or willingness to become certified

### **Compensation**

Competitive compensation package commensurate with experience includes medical, dental, 401(k) and other benefits. Salary range is \$70,000 - \$75,000.

### **Location**

This position is temporarily remote. Candidates must be able to be present in person, when needed and safe. A combination of remote and in person. Flex schedule. Eden I&R is conveniently located one block from the Hayward BART station.

**To Apply**

Please send your resume and cover letter to Stacy Nelson & Associates-Leadership Search Partners at [stacyn@stacy-nelson-and-associates.com](mailto:stacyn@stacy-nelson-and-associates.com).

***Eden I&R is an equal opportunity employer***