

# Eden I&R, Inc.

*"linking people and resources"*



570 B Street ♦ Hayward, CA 94541 ♦ 510-537-2710 ♦ FAX 510-537-0986

## **Job Description:**

### **2-1-1 Contact Center Manager**

**(Exempt, Full-time, 40 hours per week)**

#### **Agency & Program Description:**

Eden I&R envisions a community empowered with information and connected to resources, so that all people obtain health, happiness, hope, and improved livelihoods. 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. 211 Alameda County is currently the countywide call center for the county's Coordinated Entry System (CES), to assist those living in homelessness by doing the initial eligibility screen for CES and transferring callers to the county's Housing Resource Centers for assessment. Additionally, throughout the year, 211 often gets contracts to conduct proactive outreach to callers about such programs as the Earned Income Tax Credit (EITC), CalFresh, Medi-CAL, or Covid-19 Testing. 211 Alameda County currently receives 5,000 - 6,000 calls and two-way text conversations per month.

**Position Description:** Under the direct supervision of the Director of Programs, the 2-1-1 Contact Center Manager is responsible for the day-to-day operations of the 2-1-1 Contact Center. The manager will work collaboratively with two other co-managers in the contact center. S/he will provide supervision of 2-1-1 staff, volunteers, interns, and other individuals providing 2-1-1 support, and ensure each of their direct reports meets their individual performance goals. The 2-1-1 Contact Center Manager supports 2-1-1 staff in providing high-quality, person-centric service to our callers. Additionally, the 2-1-1 Contact Center Manager has an important role in communications, giving updates and information to 2-1-1 staff while also sharing feedback from contact center staff with the Director of Programs.

#### **Duties Include:**

- Supervises, coaches, and develops up to 7 contact center staff and volunteers to ensure excellent customer service
- Provides ongoing feedback to staff on performance and attendance, including semi-annual performance evaluations
- Monitors call records to ensure quality assurance and customer service. Provides staff and volunteers support and feedback for difficult calls
- Ensures 2-1-1 calls are answered in a timely manner, monitors program queue and obtains back-up support when needed
- Develops and maintains a cohesive, coordinated contact center environment, encouraging and supporting teamwork among staff
- Reviews daily activities in the 2-1-1 database, iCarol, to ensure all calls are recorded correctly
- Creates the weekly/monthly staffing schedule for 2-1-1; finds back-up coverage when needed and ensures no overtime costs, if possible
- Shares in the responsibilities of planning weekly 2-1-1 staff in-services, team meetings, and trainings
- Coordinates training of new Phone Resource Specialists on call handling procedures
- Assists with crisis calls and de-escalations; advocates for callers in emergency situations
- Coordinates Medi-CAL Administrative Activity (MAA) related tasks

[www.edenir.org](http://www.edenir.org) ♦ *Eden Information & Referral* ♦ [edenir@edenir.org](mailto:edenir@edenir.org)

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- Provides back-up support to the 211 Contact Center and Afterhours, answering phone calls/texts where needed and provides appropriate referrals to housing and services
- Assists team with other duties as assigned, including those related to monthly reporting, staff training, and outreach presentations

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

- Bachelor's degree in social services or similar field or 5 years relevant work experience preferred
- At least three years of experience supervising and coaching a team to success
- At least one year of experience in a call center environment, providing needs assessment and referrals preferred
- At least one year of Social Service experience and the ability to support clients in crisis
- Demonstrated problem solving and analytical skills
- Excellent time management and organizational skills
- Strong attention to detail
- Excellent verbal and written communication skills
- Demonstrated ability to work well with little supervision
- Excellent computer skills and willingness to learn new programs including SMS texting and multiple databases
- AIRS/CIRS certification desirable or willingness to become certified
- Ability to work flexible hours, including evenings and weekends and longer hours during a disaster

**Compensation:** Competitive compensation package commensurate with experience includes medical, dental, 401(k), and other benefits. Salary range is \$60,000 – \$65,000 annually. Although this position is temporarily remote, candidates must be able to be in person during training and when needed and safe. Online and on-site training will be provided.

## **Resume/Cover Letter:**

Human Resources Administrator

Eden I&R, Inc.

570 B Street

Hayward, CA 94541

Email: [Jobs@edenir.org](mailto:Jobs@edenir.org)

*Eden I&R, Inc. is conveniently located one block from the Hayward BART station.*

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

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