

**United Way of North Carolina**  
**Position Description**

**POSITION:**       **Manager, Call Center Services**

**Reports to:**       **Senior Manager, NC 211 Operations**

**Position Overview:**

The Call Center Services Manager is responsible for all aspects of daily operations of the Call Center Services within UWNC and is an integral part of the NC 211 Leadership Team. Primary responsibilities include hiring, management, and development of 211 Team Leads and call specialist while operating 365 days a year from 7am – 11pm. The Call Center Services Manager is also responsible for daily focus on maintaining Alliance of Information and Referral Systems (AIRS) standards, employee supervision and direction, call balancing, maintaining the integrity of the quality assurance plan, and staff development.

**Duties and Responsibilities:**

**Personnel Management:**

- Lead recruitment, hiring and onboarding of all call center personnel.
- Assist in leveraging workforce management software to address successful and pliant staffing schedules across the 211 system and each line of business.
- Assist in building a remote worker agreement that ensures that NC 211 service delivery is seamless in house or as delivered remotely.
- Provide oversight, coaching and development of 211 Team Leads to ensure the achievement of all goals, metrics, and contract deliverables. This includes setting clear expectations and performance benchmarks through regularly scheduled meetings.
- Work with 211 Team Leads in addressing excessive absenteeism, tardiness, work habits and general employee concerns; to ensure all issues are documented with supportive corrective action plans and/or termination notices.
- Plan and coordinate training of new staff and ongoing training of current staff with the Leadership Team.
- Complete annual performance appraisals on all direct reports and assist 211 Team Leads providing same for all call specialists.
- Collaborate with the Leadership Team on recognition and incentive programs and lead implementation within the UWNC call center.

**Program Management:**

- Actively seek to understand the call metrics that support each line of business, service level requirements, and any contractual obligations within the framework of the quality assurance plan and service delivery.
- Monitor daily, weekly, and monthly reports and work with the 211 Team Leads to redirect resources, define coaching strategies and telephony solutions that can address efficiencies in service level or standard performance metrics for both in-house and remote workers.
- Monitor performance of call specialists not only within the QA Plan but also, as a means, to determine what skill sets are missing across the teams and incorporate solutions with the 211 Team Leads to address deficiencies.
- Assist in building content, policies, and procedures for new lines of business and proactively identify call metrics that are necessary to collect for QA adherence and for contractual deliverables.

- Build a culture of understanding data accuracy's place in informing funding decisions and community impact strategies for our local United Ways.
- Communicate successes and irregularities that impact call center performance to 211 Leadership Team. Focus on documenting and implementing best practices and enhancing productivity through corrective measures to build a positive work environment that values staff development and builds trust resulting in staff retention and high work satisfaction ratings.
- Work with the Leadership Team to evaluate and implement any improvement of workflow processes including technology utilization and upgrades.
- Activate all business continuity procedures as events dictate alongside the operations manager and 211 Leadership Team.
- Support Senior Manager, NC 211 Operations in all aspects of contract compliance.

**QUALIFICATION REQUIREMENTS:**

Bachelor's degree, with a minimum of 3 years supervisory and related customer service experience, preferred within a call or contact center environment.

Available to work afterhours and weekends as needed to support a 24/7 operation. Additionally, NC 211 is an integral part of the State Emergency Response Team (SERT). This requires all NC 211 staff to be available during times of emergency, to work beyond normal hours and/or to be flexible in meeting the needs of the event.

Bi-lingual candidates encouraged to apply, please include your level of fluency in your resume or letter. Knowledge of technology and software applications, especially client relationship management systems. Demonstrated proficiency in using VOIP software and the Microsoft Suite of application software. Previous social and/or human service experience valuable.

Valid NC Driver's License for some statewide travel.

Be available to work onsite at the UWNC offices in Cary.

**ADDITIONAL REQUIREMENTS:**

Excellent leadership and team building skills.

Strong oral and written communications skills.

Ability to work well under pressure while performing multiple tasks.

Excellent listening skills and patience.

Ability to work in a fast-paced and ever-changing environment.

**Submit cover letter and resume to [211resumes@unitedwaync.org](mailto:211resumes@unitedwaync.org)**

**United Way of North Carolina is an Equal Opportunity Employer**