

## **UNITED WAY OF NC POSITION DESCRIPTION**

**POSITION:** NC 211 Call Center Team Lead  
**REPORTS TO:** Manager, Call Center Services

### **Position Overview:**

United Way of North Carolina (UWNC) is the state association for 50 local United Ways and administers the statewide NC 211 system which includes housing one of two call centers that deliver 2-1-1 services in North Carolina. The Call Center Team Lead serves as the first line of support for the UWNC Call Center in Cary and ensures the continuity of daily operations and the successful delivery of quality service. This position will play a critical role in maintaining a workplace culture that is equitable and inclusive. Team leads must be available to work all shifts that support NC 211's delivery of service, including early and evening shifts and weekends. Bi-lingual candidates are encouraged to apply.

### **DUTIES AND RESPONSIBILITIES:**

#### **Team Management**

- Support and foster a highly effective team environment for United Way of North Carolina/NC 211 inhouse team.
- Develop an understanding of the strengths and weaknesses of team members and how to utilize each team member to their best potential.
- Assist in onboarding new Call Center staff to ensure they have the skills and knowledge necessary to be successful.
- Participate in new hire training in accordance with established training curriculum.
- Identify opportunities for professional development for the team.
- Partner with Manager, Call Center Services to develop coaching plans and conduct immediate feedback and coaching sessions based on QA results.
- Partner with Manager, Call Center Services to provide annual performance reviews for all team members.
- Support and encourage AIRS certification process for all team members.
- Manage time off/vacation requests from Call Specialists.
- Work with the Manager, Call Center Services to manage employee issues, document performance problems, implement corrective action plans and terminate employment when deemed appropriate.
- Uplift team members who excel at their work to the Manager, Call Center Services for recognition and possible incentive awards.
- Demonstrate and role model a positive, professional, collaborative relationship with all staff and vendors, across all lines of business.

#### **Program Management**

- Manage and oversee the daily workflow of assigned team on a daily schedule with an eye to meeting team goals.
- Serve as the first level of support to team for crisis and emergency calls, emails, chat or text messages.
- Serve as first level tech support for team to determine how technology issues should best be handled.
- Monitor daily, weekly and monthly metrics reports to determine improvement opportunities.
- Audit team members understanding of call center and line of business protocols so as to address deficiencies or unaligned expectations as soon as possible.

- Collaborate with and support Manager, Call Center Services to identify protocols and templates needed for implementation of new programs or initiatives.
- Escalate program barriers and/or issues requiring escalation to contracted partners or NC 211 Leadership.
- Support team in 24/7 disaster response during times of activation.
- Answer all contact channels during staff breaks and unexpected high-volume periods to ensure maximum coverage.
- Execute and coach team to the NC 211 Quality Assurance Plan to include call monitoring, call calibration and service level adherence to build a culture of quality within the team.
- Work with the Resource Team to ensure referral database content meets the ongoing needs of the team and callers.

**QUALIFICATION REQUIREMENTS:**

Bachelor’s Degree in Social Work or Health and Human Services or the equivalent education and experience with a minimum of 3 years’ experience in a contact center environment.

Available to work afterhours and weekends and serve as “on-call” support to 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.

Working knowledge and comfortable with call center technology and software applications, especially client management systems.

Demonstrated proficiency in using PC Office software.

**ADDITIONAL REQUIREMENTS:**

Strong coaching and team-building skills.

Detail oriented and ability to operationalize policies and procedures in the work environment.

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.

This position is based in the Cary NC call center location.

A valid driver’s license and/or reliable transportation is required.

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