

# Fostering an Equitable, Engaged, Empowered Community

---

## Career Opportunity 211 Operations Manager

<b>Posting Date: January 14, 2022</b>	<b>Application Deadline: January 28, 2022</b>
---------------------------------------	---

- To apply, please send a cover letter and resume to [careers@unitedwaydm.org](mailto:careers@unitedwaydm.org)
- For more organizational information, please visit [www.unitedwaydm.org](http://www.unitedwaydm.org)

United Way of Central Iowa is seeking a fulltime 211 Operations Manager to support and advance United Way's mission of improving lives by providing information and referrals services to callers related to community health and human services, peer counseling, and crisis intervention via a helpline call center.

The 211 Operations Manager oversees daily call center operations for the UWCI 211 program. Primary responsibilities include staff supervision, monitoring call center activity (via inContact platform), ensuring staff compliance with all programs related to 211, monitoring calls, and providing feedback/coaching to Information and Referral (I&R) specialists to ensure quality service delivery.

This position will successfully complete initial and ongoing training for information search and services as well as peer counseling and crisis intervention techniques and other specialized training as required. The 211 Operations Manager responds in real time to escalated issues and fluctuations in call volume and staffing. Diverse candidates are encouraged to apply!

### Why choose United Way of Central Iowa?

United Way of Central Iowa is an established and highly respected nonprofit in the Central Iowa area and the United Way Worldwide network. Employees at UWCI have a passion for the organization's mission and community impact work and strive to create a positive, inclusive, and welcoming work environment. Our Core Values of Compassion, Integrity, Community Engagement, Responsiveness and Striving for Excellence is the foundation for how we do our work and to reach our aspiration to "Engage Community to Empower All." In addition to a competitive salary and robust benefits package including health insurance, a dental and vision plan, 401(k) with match and paid life insurance, we offer the following:

- Generous paid vacation plan, holidays, a personal holiday and sick time
- Paid volunteer time off

## Fostering an Equitable, Engaged, Empowered Community

---

- Convenient central Des Moines location with free parking
- On-site fitness center
- Tuition Assistance
- Commitment to employee professional development
- A commitment to fostering diversity, equity, and inclusion practices
- Fun monthly opportunities for employees to build camaraderie
- Wellness initiatives

### **Essential Accountabilities Include (but not limited to):**

- Supervise 211 team of Information and Referral (I&R) specialists.
- Mentor and develop staff.
- Manage time off/vacation requests from Information and Referral (I&R) specialists.
- Participate in new hire training in accordance with established training curriculum.
- Conduct ongoing call monitoring and provide feedback and coaching to ensure consistent quality of service.
- Review call metrics reports and communicate individual statistics to I&R specialist on a weekly basis.
- Maintain regularly scheduled individual and group meetings with I&R specialists; serve as a resource for consultation, guidance, debriefing, or general discussion of staff concerns.
- Attend bi-monthly calibration sessions with the Director of 211 and Chief Community Impact Officer.
- Monitor and react to daily 211 activities (call volume, staffing, and agent productivity metrics) to ensure key performance indicators (KPI) are being met.
- Serve as point of escalation for difficult or high-risk calls, texts, and emails.
- Respond to incoming calls/emails/voicemails as needed to cover periods of high call volume.
- Manage inbound email, chat, and text to ensure consistent messaging and response times across all 211 communication channels.
- Train staff on new initiatives and implement related processes and procedures as indicated in the UWCI 211 training manual.
- Assist Quality Assurance/Training Manager with writing call center scripts and protocols.
- Work with the database team to ensure referral database content meets the ongoing needs of staff and callers.
- Identify needs and strengths of the program and provide feedback to the 211 Director regarding resources and tools to enhance the efficiency and productivity of program functioning.
- Perform additional duties or tasks assigned by the 211 Director to support the United Way's mission.

# Fostering an Equitable, Engaged, Empowered Community

---

## Competencies:

- **Supervision:** Ability to direct, support and motivate employees to meet performance goals and expectations
- **Customer Oriented:** Demonstrates a level of desire to serve clients by focusing effort on meeting their needs, understanding their concerns, and seeking to build trust.
- **Communication, Oral:** Demonstrates an ability to send verbal messages and listen to others' responses in order to convey information.
- **Communication, Written:** Demonstrates a level of ability to write concise, clear letters, reports, articles, or emails, including proofing and editing.
- **Decision Making:** Demonstrates an appropriate level of ability to evaluate information and select an effective and suitable course of action.
- **Accurate:** Produces error-free work. Never needs assistance to meet quality objectives.
- **Initiative:** Demonstrates a level of ability to act and take steps to solve or settle an issue.
- **Detail Oriented:** Demonstrates an appropriate level of ability to pay meticulous attention to assigned tasks with little to no oversight.
- **Empathetic:** Demonstrates a level of ability to identify with or be sensitive to the feelings and experiences of others without judgement.
- **Tactful:** Demonstrates a high level of ability to show consideration and avoid giving offence in dealing with others.
- **Time Management:** Demonstrates a high level of ability to effectively utilize available time for the completion of necessary job tasks.
- **Autonomy:** Ability to complete assignments and follow directions with little or no oversight.

## Education:

- Associate degree or higher. Extensive call center management/supervision can be considered in lieu of education.

## Experience/Requirements:

- Minimum of two years' experience working in human services and / or customer service field, preferably in a call center environment.
- Minimum 2 years management experience
- Additional training, education and work experience in human services, communication or counseling is preferred,
- Experience with computers and Microsoft Office applications. Database inquiries and search preferred.
- Ability to work from home and the office as applicable.

United Way is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, religion, skin color, gender, national origin, ethnicity, sexual orientation, gender identity, physical or mental abilities, genetic information, pregnancy, disability, age, family or marital status, veteran status or other characteristic protected by applicable. United Way of Central Iowa will consider qualified candidates with criminal histories in a manner consistent with the role requirements and any applicable local, state, and Federal law.

If you are a job seeker with a disability, or are assisting someone with a disability, and require accessibility assistance or an accommodation to apply for one of our jobs, please call 515-246-6516.