



Job Description

September 2024

Position: Call Center Manager
Status: 1 FTE, Exempt
Salary Range: Matrix Code 856, range \$ 73,000 - \$ 78,000 annually

The Crisis/211 Lines Call Center Manager's primary responsibility is ensuring optimal staff coverage for smooth workflow in the call center while overseeing the day-to-day functioning of the programs. This includes scheduling (or overseeing) staff for shift coverage, training and mentoring staff while conducting both database compliance review (caller data) and supporting quality assurance. They report to the Director of Programs and/or Executive Director and work collaboratively with other team leaders/managers of the agency to ensure excellent client response/service and appropriate coverage and workflow.

Responsibilities include:

1. Provide and oversee scheduling of staff and volunteers for the agency's 24-hour Crisis/211 lines including planning back-up staffing;
2. Provide caller related support, debriefing, and consultation to staff and volunteers as needed;
3. Provide weekly supervision, mentoring, coaching, for staff and volunteers to include:
 - a. Feedback, guidance, and consultation
 - b. Goals & Objectives
 - c. Productivity
 - d. Call review
 - e. Silent monitoring
 - f. Timesheet approval and attendance
 - g. Personnel issues and concerns
4. Participate in troubleshooting and problem solving with difficult cases/difficult calls; track outbound follow-up calls; manage and track frequent callers;
5. Provide and coordinate monthly in-services for staff and volunteers;
6. Support program tasks and activities that maintain call review and/or case review quality assurance;
7. Closely collaborate with the Outreach & Training Lead to ensure smooth training and mentoring and a healthy workplace environment;
8. Lead the updating of training materials and program development;
9. Deliver and coordinate trainings to new staff and volunteers;
10. Participate in volunteer training, recognition activities and team bonding activities including annual volunteer appreciation event;
11. Maintain certification in appropriate curriculum-based interventions;
12. Ensure appropriate taxonomy and use of database;
13. Perform administrative tasks including response to funders and community

- partners as well as community requests for tours as approved by Executive Director, informational interviews, data gathering for evaluation and reporting purposes;
14. Collaborate with other team leads/managers/coordinators in administrative tasks such as tracking staff hours and activities for statistical purposes;
 15. Support agency's professional relationships with funders and contractors such as Child Protective Services, Adult Protective Services, County Mental Health, County Homeless Program, First 5, NSPL, etc;
 16. Conduct trainings for the community as appropriate;
 17. Participate in grant/project related conference calls and webinars as appropriate;
 18. Approve timecards and track attendance;
 19. Manage Call Center personnel issues and concerns;
 20. Provide back-up call specialist duties and coverage as needed;
 21. Participate in maintaining a healthy and supportive workplace environment;
 22. Perform other duties as assigned by Director of Programs and/or Executive Director.

Required Qualifications:

1. Experience with crisis work (minimum 6 months);
2. Experience managing others;
3. Ability to graciously handle many competing priorities at one time while working in a high stress environment;
4. Commitment to eliminating disparities in service access for all populations;
5. Strong leadership skills - facilitate team cohesion and productivity;
6. Computer/software/database literacy;
7. Excellent written and verbal communication skills;
8. Demonstrated ability to work individually as well as a member of a team;
9. Commitment to personal accountability, and active participation in team building and the maintenance of a healthy work community;
10. Strong self-care habits and skills;
11. Valid California Driver's License and access to a working vehicle and current automobile insurance;
12. Ability to clear a criminal background check upon hire.

Desired Qualifications:

1. Graduate degree (MA/MS/MSW) in education, psychology, social welfare or related field;
2. Spanish and English language proficiency;
3. Experience with, and commitment to multiculturalism and social justice;
4. Teaching/training experience.

The Contra Costa Crisis Center is an equal opportunity employer.