

POSITION DESCRIPTION

TITLE: Call Center Manager

SALARY: B16 (\$34,918 - \$55,130)

FLSA STATUS: Exempt

SUMMARY OF POSITION:

Manages the Heart of Texas 2-1-1 Area Information Center which provides client assistance services such as outreach, informing, guiding, and directing individuals to appropriate resources, and gathering pertinent client and service information to make appropriate referrals and follow-up.

ORGANIZATIONAL RELATIONSHIPS:

1. Reports to: Director of Health & Human Services
2. Directs: Information and Referral Specialists
3. Other: Has regular contact with public and private agencies and organizations, service providers, and other program personnel, private contractors, and the general public.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

Directly responsible for the management, supervision and training of Information and Referral Specialists (I&R Specialists) making up the HOT 211. Some instances require coordination with others to provide applicable and appropriate training.

Ensures telephone coverage is physically provided by HOT 211 staff from 8-5 on weekdays (Monday thru Friday) at the Heart of Texas 2-1-1 call center, and ensures telephone coverage is provided after hours, weekends and holidays through the automated routing of calls to an assigned 24 hour 2-1-1 center that is part of the Texas Information Referral Network (TIRN) of call centers.

Provides backup telephone or computer coverage to I&R Specialists as needed by assisting clients and staff select from alternative choices.

Maintains strict confidentiality on all information and referral records.

Responsible for maintaining client data and documentation of services for the client tracking system.

Completes statistical reports for the Heart of Texas 2-1-1 and the TIRN as required.

Promotes 2-1-1 through various marketing mediums.

- Represents the agency in regional networking programs and activities, including but not limited to the Community Resource Coordination Groups (CRCGs) in each of the six counties of the Heart of Texas Region.
- Gives 2-1-1 presentations as needed.

Attends all appropriate meetings, workshops, conferences, in-service training programs and Texas Information and Referral Network (TIRN) meetings normally held in Austin or other locations.

Develops and implements procedures and/or revisions for programs as necessary.

Maintains and updates the Heart of Texas 2-1-1 Policy and Procedure Manual and the Heart of Texas 2-1-1 Emergency Operations Manual. Coordinates emergency backup procedures with other state 2-1-1 centers.

Responsible for oversight of 2-1-1 equipment. Performs trouble-shooting of equipment as necessary.

Attains a working knowledge of the care coordination, benefits counseling, long term care ombudsman and system navigation programs that provide assistance and coordination of information, referral and assistance of these functions as needed.

Attains a working knowledge of local resources in the six counties of the Heart of Texas Region.

Responsible for preparation and oversight of the Alliance of Information and Referral Systems accreditation requirements.

Performs other duties related to the general administration and program operations of the Heart of Texas 2-1-1 as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge: familiarity with functions of social service providers; understanding of database applications and related software; knowledge of Information and Referral procedures preferred.

Skill/Ability: communicate effectively in both oral and written forms; listen effectively to incoming telephone calls for information and referral and be able to direct the person to a source of help; make decisions in regard to appropriate referrals; establish and maintain effective working relationships with other employees, clients, and work related public; use PC software including WordPerfect for current Windows release and other comparable software; prepare reports and individual work plans; handle multiple, simultaneous tasks with limited time constraints and prioritize importance of a specific task as needed; and work as a member of a team within the Health & Human Services Division of HOTCOG.

ACCEPTABLE EXPERIENCE AND TRAINING:

Master's Degree in social science or related field preferred, but not required.

Bachelor's Degree in social science or related field, plus two years experience of progressively responsible experience in social services or programs.

High school graduation, or its equivalent, four years experience of progressively responsible experience in social services or programs.

or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Bilingual preferred, but not required.

CERTIFICATION AND LICENSES REQUIRED:

Must have or obtain the appropriate Alliance of Information and Referral Systems (AIRS) Information and Referral Specialist Certifications within six months of employment.

Must have working cell phone and reliable internet service on phone and in your residence.

Must have an appropriate Texas driver's license or available alternate means of transportation.

Revised July 10, 2020