**POSITION DESCRIPTION**

**Arrowhead Regional Development Commission (ARDC)**

# Title: Senior LinkAge Line (SLL) Contact Center Supervisor

**Classification:** Manager

**Division:** Area Agency on Aging

**Reports To:** Senior LinkAge Line® (SLL) Contact Center Manager

**FLSA Status:** Exempt

**Summary of Functions:** This is a mid-level management position responsible for managing the daily operations of all direct services. This includes ensuring adequate staffing and quality assurance, and communicating changes to policies and procedures are integrated into the daily work. There may be program-specific supervisors with the following titles:

* Preadmission screening supervisor
* Resource coordination supervisor
* Information and assistance supervisor
* Outreach supervisor

The Senior LinkAge Line Supervisor will support the Senior LinkAge Line Manager.

# Responsibilities

## Operations

* + Manage the daily operations of their program area(s)
  + Oversee program area staff’s daily activities.
  + Ensure schedule adherence and coverage and provide real-time adjustments, as needed.
  + Monitor daily call volume, abandonment rate and service levels, and take incoming calls as needed to ensure adequate phone coverage.
  + Comply with state Senior LinkAge Line policies and procedures.
  + Actively engage in a minimum of four hours/month of program area work, such as taking incoming calls, processing PAS, etc.
  + As warranted, take over and manage escalated calls.
  + Handle client interactions in a timely manner and demonstrate the highest standard of service and courtesy.
  + Participate in Senior LinkAge Line team supervisor conference calls.
  + Follow state Senior LinkAge Line’s hiring standards and onboarding policies and procedures.

## **Training**

* + Where appropriate, use state Senior LinkAge Line-provided training to ensure statewide consistency, high-quality services and enhanced staff development.
  + Provide information to ensure that new staff understand the local agency in conjunction with the MBA and its expectations, policies and procedures.
  + Provide regular reviews and guidance to staff and confirm that new and existing employees can demonstrate core competencies.
  + Serve as a subject matter expert, and advise staff on policies, procedures, and programs.
  + Share relevant information with staff, including meeting discussions, the *Weekly Email*, etc.
  + Lead and/or participate in AAAA and ARDC training as necessary.

## Quality assurance and coaching

* + Review staff calls and in-person/virtual activities to ensure quality performance.
  + Identify staff’s areas of strength and those that need improvement and develop strategies to improve performance.
  + Review quality assurance reports and issues identified by state Senior LinkAge Line staff, and follow-up with staff as appropriate.
  + Monitor Senior LinkAge Line tools to ensure records are well maintained and client interactions are addressed in a timely manner.
  + Recognize outstanding staff service.

## **Build an inclusive and positive contact center culture**

* + Foster a work environment that motivates and encourages staff and promotes diversity and inclusion.
  + Consistently project a respectful, professional and collaborative attitude toward all people
  + Facilitate an atmosphere of teamwork, problem-solving and empowerment among staff and, whenever possible, allow for collaborative decision-making within the team.
  + Develop, advocate for and implement strategies to increase staff retention, build/maintain staff morale, increase engagement and reduce burn-out.
  + Foster intra-agency coordination, so all areas of the agency are aware of Senior LinkAge Line activities, services, best practices and relevant updates.
  + Coordinate staff onboarding, ensuring proper equipment, programs and training.

1. Other duties as assigned.

**Minimum Qualifications**

**Position Requirements:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability and physical demands required, and environment characteristics encountered. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions. This position is contingent upon a successful background check.

**Education and Experience:**

* Bachelor’s degree from an accredited college or university in a human services-related field, such as social work, nursing, psychology, public administration, gerontology or business/operations management and two-years of lead, supervisory and/or management experience in the human services field or contact center;
* OR six-years of experience providing employee supervision in the human services field.

## **Knowledge and Skills:**

1. Exceptional oral and written communication skills
2. Able to motivate others
3. Manages time well
4. Adaptability and flexibility
5. Mentorship skills
6. Excellent problem solving skills
7. Performance management skills

**Other Requirements:** A valid driver’s license. This position must be able to work remotely at times.  Therefore, sufficient high-speed internet, secure and password protected service is required.

**Language Skills:** Ability to read, analyze and interpret technical procedures and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from inside and outside stakeholders and general public.

**Mathematical Skills:** Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

**Physical Demands:** The employee is regularly required to talk or hear.  The employee is frequently required to keyboard.  The employee must occasionally stand, walk, and lift and/or move up to 25 pounds.  Specific vision abilities required include close vision and ability to focus, as well as sufficient vision to maintain a driver’s license.

**Work Environment:** This is a professional office. The noise level in the work environment is usually quiet. There are no hazards or unsafe conditions in this environment. Work from home options may be made available in a hybrid model but employees are required to demonstrate successful performance.

**Travel:** This position requires infrequent travel within the region and occasionally the state.

**ACKNOWLEDGEMENT SIGNATURE:** The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

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**Signature Date**