



connecting point  
community services central

## 211 Call Center Manager

**Location:** Grass Valley, CA

**Hours:** 40 hours per week (exempt); typically Monday through Friday, 8:30 am to 5:00 pm

**Pay:** \$26.26 per hour

**Benefits:** Generous benefit package included

### Connect community members to vital health and human services programs

Connecting Point is seeking a Call Center Manager to supervise the staff and operations of our 211 call center.

#### About Connecting Point

Connecting Point is a public agency dedicated to providing programs and services that support the health and well-being of the people in our community. We do this by helping people connect—to employment, to in-home care, to community services, and to each other.

We take a person-centered approach, meaning that our work is driven by the goals and preferences of the people we serve.

Connecting Point staff members are active listeners, who assist people in meeting their personal goals without making assumptions or passing judgment. They are collaborators, who work closely with program participants, fellow team members, and community partners to streamline services and provide support. And they are valued staff members, who provide energy, ideas, and feedback to help us make our services the best they can be.

211 is one of Connecting Point's core programs. 211 is a resource and information hub that connects people with community programs and services 24 hours a day, seven days a week through a free, confidential phone service and searchable online database.

Dialing 2-1-1 provides individuals and families in need a shortcut through what may be a bewildering maze of health and human service agencies. By simply dialing 2-1-1, those in need of assistance are referred—and sometimes directly connected—to appropriate agencies and community organizations.

#### About the Position

The Call Center Manager is responsible for the day-to-day operations of our 211 call center services. This includes scheduling and managing staff; providing guidance and support to 211's on- and off-site consumer service representatives (CSRs); ensuring high-quality delivery of health and human services information to the general public; maintaining the confidentiality of 211 callers; and ensuring that the 211 database is updated and accurate in accordance with Alliance of Information and Referral Systems (AIRS) standards.

The Call Center Manager sets a tone of warmth, respect, professionalism, and excellence in our 211 call center. S/he is a coach and a collaborator—leading and motivating the call center team,



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upholding high standards of quality, and working with staff and community partners to find the best possible solution to any given problem.

We are seeking a person who understands the value of great customer service, who believes that all calls are valuable, that all questions are important, and that all customers should be treated with dignity and respect. The Call Center Manager works to create an atmosphere that values people, both those we serve and those we employ.

The Call Center Manager is also a bit of nerd: someone who likes data, is interested in understanding trends, and is able to use statistics to tell stories about our community and the services we provide. Whether it's researching local programs to meet a caller's needs or studying the local system of health care providers, the Call Center Manager should have a palpable sense of curiosity and a desire to learn.

We are seeking a team player who is interested in being a part of a strong, innovative management team in a growing organization. The Call Center Manager must be willing to welcome change and throw ideas and energy into helping us build an organization that fulfills our vision of a community that values and supports the health and well-being of every individual.

See the [full job description](#) for more information.

### **To Apply**

Email your resume and cover letter to Tim Giuliani at [timg@connectingpoint.org](mailto:timg@connectingpoint.org).