



United Way of Southwestern PA Job Description – PA 2-1-1 *Southwest* Information and Referral Operations Manager

Reports to: Assistant Director of 2-1-1
Classification: Exempt
Date: January 2017
Grade Level:

Department: PA 2-1-1
Division: NA
Approved By: Senior VP-Admin

To Apply:

To apply for this position please send a cover letter and resume to jobopps.uwac@unitedwayswpa.org. Submissions will only be accepted electronically.

United Way of Southwestern PA is an equal opportunity employer committed to workplace diversity.

Job Summary:

This position reports to the Assistant Director of 2-1-1. Under the direction of the Assistant Director of 2-1-1, the Information and Referral Operations Manager manages the day-to-day activities necessary to operate all aspects of *PA 2-1-1 Southwest*. 2-1-1 is an easy-to-remember number that helps people assess their needs and link them directly to resources and information that could change their circumstances for the better. Whether a person is seeking essential services or looking for volunteer activities in his or her community, 2-1-1 is there 24 hours a day, seven days per week to help. *PA 2-1-1 Southwest* provides critical information and referral services via multiple mediums (phone, text, chat and web) for 11 counties within Southwestern Pennsylvania.

Essential Functions:

- Responsible for day-to-day oversight of the information and referral functions at *PA 2-1-1 Southwest*; including contact center vendor relationship management.
- Responsible for reaching key performance metrics for *PA 2-1-1 Southwest* in all regions served. Regions currently served include 5 counties in Southeastern Pennsylvania with the potential for further areas within Pennsylvania.
- Work with Quality Assurance and Training personnel to set and meet quality assurance standards.

- Manage the integration of special projects into *PA 2-1-1 Southwest* without degradation of service.
- Operate *PA 2-1-1 Southwest* in accordance to Alliance for Information and Referral Systems (AIRS) standards and United Way Worldwide standards. Receive and maintain AIRS accreditation for *PA 2-1-1 Southwest*.
- Serve as primary contact person for contact center supervisory staff.
- Responsible for reporting on performance and on key funded projects.
- Develop and maintain relationships and partnerships with appropriate national, state, and local organizations and other entities to foster operational excellence of 2-1-1. Maintain national relationships with Information and 2-1-1 partners.
- Serve as the primary contact person for local Lead Agency partners for troubleshooting and special projects. Serve as a point person for PA 2-1-1.
- Develop and implement a contact center plan for future technology conversions.
- Assist the Director and Assistant Director with proposal and other fundraising activities.
- Additional duties as assigned.

Additional Responsibilities:

- Promote the United Way and *PA 2-1-1 Southwest* in the community.
- Serve on statewide and regional boards and committees to develop networks to provide leadership to the field.
- Handle emergency calls from the contact centers on the weekends and evenings as needed.
- Participate in cross-functional teams within the United Way of Southwestern Pennsylvania.

Skills:

- Strong project management, critical thinking and analytical skills.
- Excellent communication skills, verbal and written and the ability to communicate well in a variety of settings.
- Ability to empathize, address complex situations, and deescalate situations in a caring and thoughtful manner.
- Strong interpersonal skills and the ability to develop new relationships with key partners.
- Knowledge of non-profit sector issues and information and referral systems.
- Strong presentation skills.
- Ability to make sound decisions in a fast paced environment while keeping leadership informed.

Education:

- Bachelor's Degree (Master's preferred) in a social service or related field.
- AIRS certification preferred or willingness to sit for the exam.

Experience:

- Demonstrated experience supervising a contact center or information and referral service.

- Two or more years working with the AIRS Infoline Taxonomy of Human Service (preferred).
- Five or more years of non-profit and/or social service/human services work experience.
- Experience working with community groups in collaborative efforts.
- Five or more years of progressive project management experience.
- Day to day experience in vendor or contractor management.