



211 LA COUNTY

INFORMATION AND REFERRAL FEDERATION OF LOS ANGELES COUNTY
Serving Los Angeles County since 1981

Make a Difference in Your Community! Since 1981, 211 LA County has been a leader in the Information and Referral industry by providing access to comprehensive social services and disaster support for Los Angeles County residents, 24 hours a day, 7 days per week to over 28,000 health and human service programs.

POSITION: QUALITY, TRAINING, COACHING MANAGER	REPORTS TO:	PROGRAM DIRECTOR
STATUS: FULL TIME, EXEMPT	DEPARTMENT:	INFORMATION AND REFERRAL
TO APPLY: VISIT LINK TO APPLY: https://211la.bamboohr.com/jobs/view.php?id=26	DATE:	MARCH 4, 2019
	DEADLINE:	UNTIL FILLED

POSITION SUMMARY: As a **211 LA County Quality Training Coaching Manager** the responsibilities for this role will be to set and monitor systems for delivering a quality experience to ensure our overall client experience via phone, text, chat, etc. Train, mentor and coach Performance Coaches in order to inspire the performance of the call center staff through their leadership. Ensure training plans are adequately being scheduled to remain efficient with staffing levels and additionally ensure trainings are in compliance with procedures and requirements set forth. Develop, monitor, and provide oversight for the implementation of quality monitoring systems.

POSITION ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Provide technical direction and leadership to inspire performance and development for Performance Coaches; inspiring performance and development is not limited to Performance Coaches and can include staff throughout the call center.
- Provide oversight and follow up on training sessions and/or topics and provides direction for creation of training materials as requested/required.
- Ensure call handling, training sessions and quality monitoring for all programs, including specialized hotlines are in compliance with procedures and requirements set forth.
- Design, develop and provide oversight for the implementation of new policies, procedures, and strategies that drive quality thus enabling both employee and agency improvements.
- Identify the most effective methods for measuring quality among various levels and roles throughout the call center; i.e. call monitoring, dashboard reporting, mystery calling and identifying performance trends to recommend improvements and/or other changes.
- Responsible for cross collaborating with multiple departments to develop planning and structure of trainings for the year; including identifying topics, timeframes, and operating logistics to remain efficient while considering staffing levels.
- Evaluate and schedule regular review of policies and processes, impacting training documentation, quality monitoring practices to ensure alignment with operational practices.
- Be a mentor and a resource to new hires and members of the Performance Coach team.
- Positively inspires and encourages team to meet and exceed goals in various metrics.
- Provides regular communication and reports to bring forward performance highlights and areas of opportunity for the contact handling so that Performance Coaches can focus their time and so that support from the director and executive team can be provided.
- Collaborating with multiple agency departments to identify and address agency metrics and goals to determine any further directions that should take place between departments to improve said

metrics and goals; this includes working with Executive Management, Workforce Management, Human Resources, and Performance Coaches among others.

IDEAL CANDIDATE WILL HAVE:

- Ability to thrive in a fast paced, constantly changing environment while maintaining a positive, can-do attitude.
- Utilize effective organizational skills and the ability to handle multiple activities with changing priorities simultaneously.
- Outstanding written and verbal communication skills along with strong analytical skills.
- Effective presentation skills, along with grammar and content writing skills.
- Ability to write and maintain comprehensive and concise project management records.
- Ability to exercise initiative and good judgment.
- Ability to work independently and in group settings; collaborative team work.
- Effective and comprehensive computer skills including Microsoft Office; including the ability to use or adapt to new computer software, equipment, and/or hardware.
- Ability to occasionally travel as needed to achieve Agency and/or project objectives.
- Ability to remain available for undetermined scheduling to respond to county emergency response in the event of an unforeseen emergency or disaster.

PHYSICAL DEMANDS:

As a 211 LA County **Quality, Training, Coaching Manager** you will regularly be required to work at a desk, conference table and work at a computer for extended periods of time. You will be frequently required to walk and sit and occasionally required to stand. You will be regularly required to work in an indoor climate controlled environment with moderate noise levels. You will be occasionally required to lift and/or move up to 10 pounds unassisted. You may be occasionally required to drive to locations to attend meetings.

REQUIRED EDUCATION AND/OR EXPERIENCE:

- At least 5 years working in a call center environment or Bachelor's Degree (preferred in business administration) + 2 years of working in a call center environment
- At least 2 years working with a Quality Monitoring System, InContact, Verint, or others.
- Call center management experience highly desired.

COMPENSATION RANGE:

Salary is commensurate with prior experience, education, and abilities.

EMPLOYEE BENEFITS:

- Full Medical, Dental, Vision and Chiropractic/Acupuncture Coverage.
- 401(k) Plan; with 4% Employer Contribution (After 1 Year of Employment).
- Employer Sponsored Basic Life Insurance.
- Voluntary Supplemental Life Insurance and Long Term Disability Insurance.
- Employee Assistance Program (EAP).
- Voluntary Pet Insurance (VPI).
- Voluntary Flexible Spending Account.

Veterans or Former Military Welcomed

211 LA County is an equal opportunity employer and complies with all applicable federal, state and local employment laws. 211 LA County strictly prohibits and does not tolerate discrimination because of race, color, religion, sex (including pregnancy), national origin, sexual orientation, gender identity or expression, age, disability, military status, or genetic information. This applies to all stages of

employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits and termination of employment.

211 LA County complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, and all applicable state or local law. Consistent with those requirements, 211 LA County will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. 211 LA County will also provide reasonable accommodations for an employee's sincerely held religious beliefs or practices, unless doing so will create an undue hardship. 211 LA County prohibits, any form of discipline, reprisal, intimidation or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim or cooperating in related investigations.