2-1-1 San Diego’s mission is to help people by connecting them efficiently to the service delivery system, and by providing vital trend information for community planning. To meet this mission, we seek talented team members who exhibit the values that we hold dear and who complement our company culture.

**The Values We Live By**

1. [Deliver WOW Through Service](http://about.zappos.com/our-unique-culture/zappos-core-values/deliver-wow-through-service)
2. [Embrace and Drive Change](http://about.zappos.com/our-unique-culture/zappos-core-values/embrace-and-drive-change) - Evolve
3. [Create Fun and A Little Weirdness](http://about.zappos.com/our-unique-culture/zappos-core-values/create-fun-and-little-weirdness)
4. [Be Adventurous, Creative, and Open-Minded](http://about.zappos.com/our-unique-culture/zappos-core-values/be-adventurous-creative-and-open-minded)
5. [Pursue Growth and Learning](http://about.zappos.com/our-unique-culture/zappos-core-values/pursue-growth-and-learning)
6. [Build Open and Honest Relationships With Communication](http://about.zappos.com/our-unique-culture/zappos-core-values/build-open-and-honest-relationships-communication)
7. [Do More With Less](http://about.zappos.com/our-unique-culture/zappos-core-values/do-more-less)
8. [Build a Positive Team and Family Spirit](http://about.zappos.com/our-unique-culture/zappos-core-values/build-positive-team-and-family-spirit)
9. [Be Passionate and Determined](http://about.zappos.com/our-unique-culture/zappos-core-values/be-passionate-and-determined)
10. [Be Humble](http://about.zappos.com/our-unique-culture/zappos-core-values/be-humble)

**What is an Enrollment Center Supervisor?**

Under the direction of the Enrollment Center Program Manager, the Supervisor is responsible for monitoring, coaching, and coordinating for the Enrollment Center Specialist staff members. The Supervisor will work collaboratively with their peers and teams to provide high quality, person-centric service to the communities served by 2-1-1 San Diego. The Supervisor understands and models empathy, advocacy, cultural competency and follow-up service required to help clients access the services needed to build and sustain healthy lives.

**Essential Results**

*2-1-1 San Diego’s customer service experience is always evolving and improving:*

* Effectively communicate the company’s desired Customer Experience to staff and provide feedback and mentoring in a way that improves individual employee performance.
* Provide leadership, guidance, coaching, instruction and professional development to all Enrollment Specialists.
* Promote values and strategy of 2-1-1 San Diego while cultivating an environment of trust, teamwork, self-confidence and ownership among EC staff.
* Provide a WOW customer experience to all Enrollment Specialists by responding to requests and needs in a timely manner and with a positive service attitude.

*Enrollment Specialists continue to learn and improve:*

1. Provide positive and supportive supervisory sessions to all Enrollment Specialists to promote continued learning and development.
2. Provide escalation support to customers in a timely manner and/or counsel Enrollment Specialists in handling difficult customers.
3. Identify special projects, training and outreach opportunities for the staff development

*Customer service quality metrics are being met or exceeded:*

1. Ensure that all contractual metrics are achieved. This includes, number of applications submitted monthly, 62% approval percentage, and implementation of special projects.
2. Motivate, manage and coach staff to exceed all company performance and service level goals.
3. Regularly prepare and analyze reports of staff performance and call volume, utilizing results to guide decision-making and forecasting.
4. Address concerns and performance issues with staff immediately to ensure continued high levels of performance, documenting conversations appropriately.
5. Provides scheduling for Enrollment Specialists, utilizing workforce management tools to ensure appropriate staffing levels, and management of time off requests and last minute absences.
6. Is responsible for accurate and timely timecard submissions for the department.

*All things we do are in line with our Company Values:*

1. Engage with and contribute to the positive culture of 2-1-1 San Diego following our core values by being solution oriented.
2. Assist with additional projects as needed.

**Core Competencies**

The right fit for this position will exhibit the following competencies and strengths:

* Customer Focus
* Employee Engagement
* Analytical Thinking
* Results Oriented
* Communication Skills
* Interpersonal Relations
* Leadership
* Problem Solving
* Team Building

**Qualifications**

* A high level of emotional intelligence and self-awareness with a consistent positive attitude and desire to see the agency succeed is required.
* Bachelor’s Degree or higher required.
* Experience or education in the fields of social sciences and humanities such as public health, social work, human development, psychology, and/or sociology.
* Knowledge of the principles of program planning and staffing.
* The desire to seek learning opportunities to promote growth, professional and personal development.
* Knowledge of training, coaching and supervisory techniques.
* Experience supervising and managing a team to success.
* Ability to instruct, direct, assess and evaluate employees.
* Experience in the areas of teaching, training, mentoring or coaching, and the ability to establish and maintain the trust of team members.
* Experience adapting quickly to changes and being able to influence others.
* Excellent written, verbal, and interpersonal communication skills required.
* Able to think critically, solve problems creatively, communicate and implement solutions.
* Demonstrated high level of proficiency in MS Word, Excel, and PowerPoint; skills test may be required.
* Bilingual preferred

**Our Commitment**

2-1-1 San Diego is deeply committed to the principles of equity, diversity, and inclusiveness and seeks to create a pluralistic community for all staff and clients. 2-11- San Diego is an Affirmative Action/Equal Opportunity employer. Persons of color, women, minorities, and individuals with disabilities and veteran/military status are encouraged to apply.

**Position Details**

Status: Exempt, Full-Time

Department: Enrollment Center

Reports To: Enrollment Center Programs Manager

Work Schedule: Typical schedule is approximately 40 hours per week during Enrollment Center operating hours; exact schedule will be determined upon hire based on the needs of the business. Enrollment Center operating hours are Monday through Friday 7:00am-7:00pm and Saturday 8:00am-4:30pm. Flexibility is required due to nature of business. Schedule may be changed as needed, to include weekends and holidays. ***Required to be responsive and available for shifts for as much as 12 hours in length during declared emergencies to perform duties as directed by the Emergency Manager.***