

Title: Call Center Program Manager

Location: Remote

Languages: Fluency in English and Spanish required.

CWS Asylum Services, part of the Immigration and Refugee Program, provides comprehensive support to asylum seekers in the United States. This includes supporting reception at US southern border shelters, providing case management services across the US, offering remote support through the CWS Call Center, and providing legal services to asylum seekers.

CWS seeks a motivated, flexible, service and advocacy-driven individual to serve as a Call Center Program Manager who will develop, manage, and expand the CWS Call Center. The Call Center is a national program that provides information and referrals to migrants across the United States.

Technical, coordination and interpersonal skill sets are required. This individual must have the ability to work independently in a fast-paced environment and navigate challenging systems. Multi-tasking, customer service, and ability to navigate online research in a fast-paced environment are required.

The Call Center Program Manager will be speaking directly with individuals seeking asylum and will be required to complete a background check, confidentiality agreement, and training modules, and will be expected to adhere to the CWS Code of Conduct.

Essential Duties:

- Manage all aspects of the CWS Call Center.
- Oversee Call Center staff, including Call Center operators.
- Develop and expand the Call Center through strategic planning and resource generation.
- Create partnerships to enhance Call Center operations.
- Oversee outreach and marketing of Call Center to increase calls.
- Engage with other service providers to increase referrals to the Call Center.
- Maintain and improve database of national service providers.
- Manage Call Center operations, track calls and outcomes.
- Collect and analyze Call Center data for reporting and program improvements.
- Complete monthly, quarterly, and annual reports regarding program accomplishments.
- Analyze program challenges and improve systems to improve services.
- Serve as backup operator by answering calls.
- Support Call Center staff in providing excellent customer service to every caller with professional and warmth.
- Have a demonstrated understanding of what resources asylum seekers are eligible for.
- Communicate as needed with legal and other community service providers across the US.
- Research and update resources regularly.
- Work closely with the Monitoring and Evaluation Coordinator to evaluate program.
- Participate in regular coordination calls and trainings facilitated by CWS.
- Other responsibilities as assigned.



Qualifications:

Education:

Bachelor's degree or equivalent professional experience.

Experience:

Previous work experience with asylum seekers, refugees, or asylees preferred. Customer service experience, particularly via phone, is preferred.

Other Skills:

Strong computer literacy with knowledge of word processing and database applications. Ability to use standard office equipment in performing varied activities, including rapid online resource research while maintaining high levels of professionalism and customer service with callers. Attention to detail. Respect of confidentiality.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, gender identity, genetic information, disability or protected veteran status.

Apply at cwsglobal.org