POSITION DESCRIPTION
CALL CENTER DIRECTOR

CLASSIFICATION: FULL-TIME EXEMPT

ORGANIZATION BACKGROUND:
Crisis Call Center was established in 1966 in response to the high rate of suicide in Nevada. Working with Northern Nevada Adult Mental Health, a plan was created to establish a 24-hour suicide prevention hotline through the Department of Psychology at the University of Nevada, Reno. In the first few months of operation, the need for crisis intervention services proved to be so great, it was expanded to include support for persons in any type of crisis. In 1979, the Center again expanded by adding an advocacy program for victims of sexual assault. Over the years, the Center has continued to grow and evolve in response to community needs, encompassing other crisis situations such as domestic violence, substance abuse, and child/elder abuse or neglect. We are very proud to say that Crisis Call Center is one of the longest continuously-operating crisis centers in the country.

Crisis Call Center believes that all people deserve compassionate assistance and a listening ear.

POSITION SUMMARY:
The Call Center Director is responsible for an integral part of Crisis Call Center – the call room. This responsibility includes the recruitment, training, and supervision of approximately 40 staff and 20-40 volunteers for the Call Center. Additionally, this position oversees all day-to-day program operations, which occur in a 24/7 environment. The Call Center Director is directly responsible to the Executive Director.

Staff and Volunteers:
- Supervise all Call Center support staff, including personnel management, conflict resolution, and general staff support.
- Create weekly 24/7 staff schedule. This scheduling includes calling, texting, and emailing relevant staff, finding backup coverage if a staff calls in sick, and juggling schedule changes throughout the year.
- Serve as on-call backup for any gaps in call room scheduling. Please note that we are 24/7 and not all backup shifts will occur during a standard workday.
- Recruit potential volunteers for Call Center training program.
- Research, develop, implement, and oversee training curriculum for Call Center staff and volunteers.
- Direct Program & Volunteer Coordinator in supervision of volunteers, including ongoing evaluation of volunteer performance as well as implementation of retention strategies to optimize volunteer satisfaction and commitment fulfillment.
Seek out, hire, and retain high quality staff for call room.
Maintain consistent and ongoing open communication between staff and volunteers.
Coordinate continuing education for volunteers and staff.

Programmatic Duties:
- Review all Call Center documentation with Program & Volunteer Coordinator to ensure quality of service.
- Do statistical reporting for Victims of Crime Act (VOCA) and monthly/quarterly statistical reporting on child/elder abuse and neglect. Answer Call Center phone and text lines, cover vacant shifts, and provide emergency back-up on a rotational basis with other staff.
- Keep management apprised of barriers, changes, or gaps in the Call Center’s service delivery system.
- Work with Executive Director and other staff members to evaluate and improve program functioning.
- Address legislative issues that pertain to program interests and concerns.
- Network with other agencies to promote a better referral and support network.
- Maintain American Association of Suicidology Certification.

Additional Responsibilities
- Assist with presentations on suicide prevention and crisis intervention in the community, as needed.
- Work with other staff and board members in the ongoing planning and organizing of various fundraising events.
- Disseminate Center information to media to increase public awareness.
- The Call Center Director will be required to work variable shifts, weekends, and Holidays as part of the positions requirements and the needs of the Call Center.
- Other duties as needed.

QUALIFICATIONS:
- Enthusiasm and passion for Crisis Call Center’s mission of crisis intervention.
- Experience with personnel management and conflict resolution, preferably in a non-profit, Human Services setting.
- Ability to listen, accurately assess client needs, and manage individual diversity issues presented by callers without bias.
- Knowledge of social services, crisis intervention, and working with volunteers.
- At least three years experience working in a call center environment preferred.
- Graduation from an accredited college or university in social work, psychology, counseling, or related work experience required.
- Knowledge or understanding of a 24/7 environment.
- Successful completion of 73 hours of Call Center training program required.
- Good people skills, and along with demonstrated public speaking experience, ability to communicate effectively in written and oral form.
• Must pass criminal background checks with State and Federal and with Washoe County Child Protective Services.
• Computer literate with ability to operate standard office equipment required. Basic office skills and familiarity with standard office administrative practices and procedures.
• Valid Driver’s License and working, licensed, insured vehicle.
• Able to work in a standard office setting and be at a work station for four hours.
• Able to move up to 20 pounds.
• Able to read printed materials and computer screens.
• Able to communicate in person and over the phone.
• Bilingual fluency a plus.

TO APPLY:
Send a cover letter and resume to Rosanne Catron at deputydirector@crisiscallcenter.org. Position is open until filled.

Posting date: 8/21/2015