



2-1-1 San Diego

Vice President of Client Services

Last Updated May 16, 2017

Real people. Real connections. Real help.

That's what employees of 2-1-1 San Diego provide every single day. Apply today to join an organization focused on providing in-depth support by connecting people of San Diego and Imperial Counties to services intended to create a community that does not just survive, but THRIVES.

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

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| 1. Deliver WOW Through Service | 6. Build Open and Honest Relationships With Communication |
| 2. Embrace and Drive Change - Evolve | 7. Do More With Less |
| 3. Create Fun and A Little Weirdness | 8. Build a Positive Team and Family Spirit |
| 4. Be Adventurous, Creative, and Open-Minded | 9. Be Passionate and Determined |
| 5. Pursue Growth and Learning | 10. Be Humble |

About 2-1-1 San Diego

2-1-1 San Diego understands the needs of the community and believes that all people deserve to live healthy, happy and thriving lives. Through more than 400,000 annual connections with clients, 2-1-1 serves the entire population of San Diego and Imperial counties as the region's primary connection to more than 6,000 community, health and disaster services, and provides connections to services 24-hours a day and in more than 200 languages and dialects.

By dialing 2-1-1, clients are linked to a live highly-trained Community Connector who helps the client navigate their situation using assessment and motivational interviewing to match them to the best and closest resource in their community and empower them to take the next step.

During a disaster, 2-1-1 serves as the region's disaster information line, connecting callers to community and support services, providing public information to the community, rumor control and trend analysis to public safety officials, reporting community needs, relieving the burden on 9-1-1 operators, and serving as the central communications point for other agencies and organizations.

For our nonprofits, community-based agencies and governmental entities, 2-1-1 can alleviate administrative burden and reduce costs associated with managing information and referral services, allowing affiliated organizations to focus on serving, rather than finding clients. In addition, 2-1-1 is a trusted data provider to help local government, business and nonprofit leaders make informed funding and planning decisions.

The "Right Fit"

2-1-1 is seeking an experienced contact center leader who understands the service level expectations of a highly responsive social services call center. The VP of Client Services keeps close tabs on the pulse of our clients and our staff, identifying trends and finding solutions to keep our external and internal stakeholders engaged and satisfied. The perfect person for this role is a seasoned leader who puts their people and needs of the clients first and is capable of doing everything necessary to deliver WOW outcomes. The VP has the ability to lead and energize others toward a stretch goal, has the ability to delegate when needed and to do when needed. The VP of Client Services will be responsible for developing and leading a mind-blowing Client Center team.

Position Objective

The Vice President of Client Services is responsible for leadership and oversight of the day to day planning, monitoring and execution of all operations within the Client Services division. This is a hands-on leadership role responsible for leading the Client Services division management team to proactively identify trends, determine root causes, mitigate problems and execute solutions in a fast-paced multi-service environment. The VP will have the ability to listen to the needs of clients and staff and develop highly responsive solutions to those needs. By providing leadership, guidance and support to division managers to ensure compliance on contracts and maintenance of required service levels, the VP will deliver world class Client Services by using available data to drive decisions on behalf of clients and staff.

Essential Results

The VP is a leader in the organization and responsible for ensuring that 2-1-1 has the greatest reputation in the community for exceptional service. This person will also work in partnership with other key leaders and with all staff in the organization to achieve the following:

Build and Maintain Strong Service Delivery Operations by:

- Building a client centered culture focused on meeting and exceeding client, agency and contract expectations
- Ensuring the appropriate level of trained staff during contact center hours of operations to achieve company-wide service levels
- Establishing, monitoring, measuring and achieving clear outcomes and deliverables
- Developing and executing accurate capacity plans based on email, chat and phone volumes
- Managing all aspects and processes of the contact center operations
- Overseeing and achieving exceptional service level delivery
- Driving process improvement while motivating others to meet the challenges of an extremely client focused and metrics driven organization
- Identifying opportunities for improvements and assist with the design and deployment of alternatives to implement new initiatives
- Recommending changes in policies to improve the efficiency and effectiveness of the service delivery function
- Serving as an outstanding role model and advocate for the client
- Developing and leveraging strategies to ensure consistency in client care
- Overseeing and driving overall coordination, quality and output of the Client Services team

Provide Leadership and Maintain Positive Team Culture by:

- Managing employee engagement and success through frequent communication, goal setting, performance management and creating a positive environment of trust and clear expectations
- Providing a forum for formal and informal communications among management and staff
- Overseeing all aspects of people management within Client Services operations including recruitment, selection, training, performance management, coaching and motivation
- Modeling and promoting 2-1-1 San Diego values and culture and providing opportunities and coaching for co-workers to do the same
- Building an effective working relationship with direct reports, peers, leadership and partner management teams
- Providing guidance and mentorship to all levels of leadership within the organization
- Developing and leveraging strategies to ensure consistency in client care
- Participating in business leadership meetings
- Serving as the Client Services advocate within the leadership team

Qualifications & Requirements

Knowledge & Experience

- Bachelor's degree required, preferably in the areas of Business, Leadership Development or Organizational Development; Master's degree highly desirable.
- At least 8 years of experience in a senior management and leadership role required.
- At least 6 years of contact center management experience required.
- Experience in staff planning and scheduling in a dynamic 24/7 multi product / service environment.
- Experience in managing and integrating a variety of services or product lines.
- Demonstrated ability to establish and execute defined goals and objectives and ensure compliance with measured performance.

Leadership

- Demonstrates integrity, strives for excellence, leads by example and has experience leading others to new levels of effectiveness.
- Ability to alter leadership style to meet the needs of each staff member; demonstrated understanding of situational leadership.
- Provides a sense of stability, structure, calm and consistency for the Client Services division team so all team members know what is expected of them and how they can be successful.
- Passionate about the organization's mission and able to promote and communicate the philosophy, mission and values throughout the organization.
- Demonstrated team builder able to bring groups together around a shared vision, divide work accordingly, and engage the team to meet outcomes.
- Superior interpersonal skills, strong relationship builder and communicator with all levels of staff and with external contacts.
- Strong commitment to employee engagement and development.
- Desire to see others succeed and grow and willingness to help them reach their goals for the good of the organization.
- Compassionate and people oriented.

Strategic Thinking

- Ability to see the big picture, and question assumptions of the current way of doing things.
- Vision to see what is necessary to scale the business and willingness to take risks to achieve goals.
- Exceptional strength in strategic thinking, analysis and problem solving, organizational leadership, collaboration, and a results oriented vision and focus.
- Experience working with metrics and data to make informed yet quick decisions for improvement.

Position Details

Status: Exempt, Full-Time

Department: Administration

Reports To: Executive Vice President

Work Schedule: Full-time exempt position; 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.**

Apply via email: Submit a cover letter and resume to Paul Van Dolah at pvandolah@earthlink.net.