



Program	Information and Crisis Services
Location	Fargo, ND
Job Title	Evening supervisor
Reports to	Helpline Director

Level/ Grade	Type of position: Full-time evening	Nonexempt
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GENERAL DESCRIPTION

The Evening Supervisor will oversee part-time call Specialist staff, monitor calls for quality assurance, and provide education and coaching to part-time staff. They will provide crisis intervention, listening and support, and information and referral services while answering FirstLink's 24-Hour Helpline, Crisis Lines and Suicide Line. This position will comply with program policies, national standards, and maintenance of appropriate records.

WORK EXPERIENCE REQUIREMENTS

- Experience in supervision, customer service, and working in a call center

EDUCATION REQUIREMENTS

- High School Diploma or GED
- Preferred: Associates or Bachelor's degree

Essential Job Functions

Provide direct service

- Answers calls during phone shift and as needed
- Trained in on-call responsibilities and cover a holiday for on-call
- Ability to work shifts that are needed to be filled
- Assure that all calls statistics are documented per policy
- Provide peer facilitation
- Maintain accurate records
- Perform essential public services during and following local disasters

Agency support service

- Attend monthly staff meetings
- Attend other trainings as required
- Assist Helpline personnel with various tasks as needed
- Assist with fundraising special events as needed
- Regular cleaning and maintenance tasks
- Develop 5&5 questions

Administrative support services

- To perform all acts necessary or incidental to the operations of Information and Crisis Services
- Perform all other duties as assigned
- Organize booth items, complete paper work, schedule staff to attend
- Order and organize supplies, make new staff folders, and gift
- Update FirstLink inventory / IT equipment

Management tasks

- Complete monthly schedule for part-time staff
- Directly supervise part-time staff, meet with staff for monthly 1:1, monitor calls for quality assurance
- Work with part-time staff to ensure a high quality of customer service, provide coaching and corrective action notices as needed
- Assist with evening staff meetings

Requirements

- Maintain a professional attitude and working environment
- Demonstrated expertise in customer service and crisis intervention
- Strong organizational skills
- Practical computer experience
- Abide by FirstLink's policy of strict confidentiality
- Comply with all state, federal, and organizational policies, and regulations

- Ability to work evening, overnight and weekend hours, as necessary (during times of disaster, will work extra as needed)
- Help manage volunteers/ interns in their program area of expertise
- Helping and organizing special events/ fundraising