

# **Position Description Program Coordinator for Information and Referral Systems Disability Information and Access Line (DIAL)**

## **Position Overview**

The Disability Information and Access Line (DIAL) is a newly established call center that aims to help people with disabilities access the COVID-19 vaccine. By leveraging over 30 years of call center expertise and a range of disability partners in the development and launch of the new call center, DIAL will connect users to local resources which can help them access the COVID-19 vaccine and other critical community-based supports. Funded by the Administration for Community Living and administered by the National Association of Area Agencies on Aging (n4a), DIAL can help connect people to disability resources nationwide. The service is operated through a call center, staffed by trained information specialists and supported by a team of experienced human services professionals.

The Program Coordinator is responsible for providing effective supervision toward maintaining high-quality service delivery, and the smooth day-to-day functioning of the DIAL Call Center. This is accomplished by supporting staff through direct 1:1 supervision and coaching, training, evaluation, monitoring schedule adherence, and collaboration with other members of the n4a Call Center leadership team (Director, Program Managers and other Program Coordinators).

**JOB TITLE:** Program Coordinator – Information and Referral Systems, Eldercare Locator

**REPORTS TO:** Program Manager

## **DUTIES AND RESPONSIBILITIES**

The Program Coordinator manages the day-to-day operations of the DIAL Call Center ensuring call center coverage, adherence to contact metrics, support for Information and Referral (I&R) Specialists and Enhanced Services Specialists through 1:1 supervision, coaching and training. Executes administrative duties and supervisory tasks including schedule coverage, approving timesheets, training, staff coaching, staff evaluation, monitoring call quality, and assisting Program Managers and Director with coordinating staff meetings and applicant selection.

## **QUALIFICATIONS**

### **Essential**

- Bachelor's degree preferred plus two years of relevant experience in human services, specifically the fields of disability and aging services (or equivalent experience)
- At least two years of call center or other customer service experience required
- Demonstrated experience providing supervision and/or leadership of teams
- Demonstrated experience providing trainings/public speaking
- Demonstrated team-building skills
- Excellent interpersonal skills

- Excellent decision-making skills
- Excellent communication skills
- Ability to work independently and as a member of a team
- Ability to meet deadlines and to work well under pressure

**Preferred**

- Ability to communicate with people of varied communication styles such as comfort working with people who are deaf, have a speech disability, use an assistive device to communicate or have other communication variations
- Knowledge of information and referral/assistance (I&R/A) protocols and procedures and the role of I&R/A in the Aging and Disability Networks
- Ability to solve problems and seek assistance from supervisor as needed
- Will have or obtain Certification for Community Resource Specialist – Aging/Disability (CRS-A/D) through the Alliance of Information and Referral Systems after one year of employment
- Bilingual fluency (English–Spanish) is a plus

**WORK HOURS AND LOCATION**

This full-time, exempt (salary, non-hourly) position with full benefits is based in n4a’s Washington, DC, office. The call center operates Monday through Friday from 9:00 am to 8:00 pm ET.

Due to the ongoing pandemic, currently this is a remote work position with an expectation to return to our physical office in the future once it is deemed safe. Requirements to successfully work remotely are a strong home internet connection (greater than 10 mbps) and a quiet workspace to take calls throughout an 8.5-hour shift.

**SALARY AND BENEFITS**

n4a is an Equal Opportunity Employer. People with disabilities are encouraged to apply. We offer a competitive salary and an excellent benefits package.

This is a grant funded position for 1.5 years. While there is not currently funding for this position after September 2022, if additional funding is identified employment could be extended.

**Application Procedure**

Submit a resume to [jobs@n4a.org](mailto:jobs@n4a.org). Note the job title in the email subject line. We cannot respond to all applications and unsolicited phone calls or emails will not be returned.