

Warmline Manager

Job Description:

Oversee Warmline representatives and daily operations of the Warmline. Also responsible for the team's daily performance and staff development. This includes managing all staff activities, such as attendance, call volume, and ongoing training. Manager will provide the leadership necessary to meet established goals and support the organization's core values. Warmline Manager must have strong working knowledge of their specific department's programs and policies and procedures.

Job responsibilities:

- Minimum of 1-2 years of previous management experience; preferably in a call center or fast paced environment.
- Must possess the skills to manage and delegate tasks, build teams, develop employees' skills, evaluate performance and accomplish goals.
- Excellent verbal and written communication skills.
- Ability to work flexible schedules to include nights.
- Familiarity with technology, including business tools such as e-mail, MS Word and Excel.
- Knowledge in call center type work is essential in creating work schedules for warmline team.
- Build a team of individuals who show compassion and empathy to individuals who call the Warmline seeking support.
- Support Warmline by providing resources and support to callers, walk-ins, and those that reach us through our NAMI San Antonio Website via WIX.
- Assist callers by listening and meet them where they are in the absence of Warmline operator scheduled. Will provide support and resources that may aid in their situation by phone or email.
- Monitor chats on WIX and responds to inquiries.
- Introduce NAMI Signature Programs to callers.
- Place outbound calls for follow-ups and to offer upcoming classes.
- Promote BTCSA program and participate in outreach and education.

Warmline Reporting:

- Document daily calls received by category.
- Provide Warmline data upon request.
- Prepare weekly & bi-monthly Warmline report for management/Board of Directors.

Salary commensurate with prior experience. Please enclose prior salary history.

Position – IMMEDIATELY HIRING! Open until filled.

Resumes can be sent to: jobs@nami-sat.org