

Job Title: Warm Line Supervisor

Location: Downtown Pittsburgh

Job Classification: Full Time

Education/Experience: High School Diploma or GED required, Bachelor's degree preferred

Current or former mental health consumer

Excellent listening skills

Previous supervisory experience

Excellent computer skills including all Microsoft Office programs

Position Description: Directs the activities of the Warmline team in regard to productivity, quality management, and staff development.

Primary Duties and Responsibilities:

- Responsible for training information, setting up effective training programs for the team, effectively distributing information to the team, and developing updated scripting as necessary.
- Provides direction for the team in regard to company policies and procedures, and techniques in an environment that encourages communication and recovery, and increases caller satisfaction.
- Assures teams ability to process work and increase quality standards by regularly monitoring calls, setting goals, and providing performance planning as necessary.
- Provides coaching and direction to the team in the areas of monitoring, call de-escalation, discipline, reporting, documentation and client contact.
- Assists team members with the de-escalation of calls.
- Effectively delegates and distributes work to the team.
- Responsible for monitoring equipment and telephone functionality, and the prompt notification of management and technical personnel during equipment failures.
- Maintains regular contact with the Telephone Support Specialists and Team Leader in order to ensure effective resolution of issues.
- Responsible for daily and weekly reporting to the Program Coordinator.
- Responsible for accurate monthly report.
- Actively participates in marketing the Warmline.
- Responsible for ensuring the highest level of client satisfaction.

Please submit letter of interest to the Human Resources Representative, Amanda Bloxsom at [abloxsom@peer-support.org](mailto:abloxsom@peer-support.org)