



PROJECT VERITAS SEEKS: CALL CENTER DIRECTOR

Project Veritas seeks an experienced and talented individual to lead and manage a national call and tips center. Every day, Project Veritas receives hundreds of messages from passionate individuals who want to support our mission. Many of them offer their well wishes, but a growing number provide news tips, actionable leads, and inside information and documents. These people reach out to us asking how they can help, wanting to work with us yet unsure how to do so.

To meet that demand from the public, Project Veritas created a 'Call to Action' messaging center in late 2020. The Call Center Director will manage the daily workflow of the center, leading a team of between 8-10 analysts and journalists to expand the public face of the organization and interact directly with the passionate public. The Call Center Director will have wide latitude to mature existing processes for touching every person who reaches out to us across over a dozen platforms. They will establish best practices for phone calls with individuals who've indicated a desire to work with us, and make recommendations to the Director, Insiders Department, on which individuals to follow up with further.

The ideal candidate will share our values, have Call Center and Customer Service management experience, and be able to confidently make workflow adjustments recommendations as required within 30 days of starting. Direct experience in investigative journalism is not required.

Veritas is one of the most unique and fastest-growing mission-driven nonprofits in the world. We define our Call Center's efforts as providing targeted and measurable assistance to our supporter's and maximizing the impact they can have as we work together to make society more transparent.

The key objective is to engage with all viewers, supporters, donors and "whistleblowers," that have reached out to us through social media, email, website submissions and phone calls. Manage and produce results with identifying critical messaging and gathering resources. This is not a fundraising position, nor will the Call Center Director or their subordinates be expected to engage in any solicitation of funds.

OVERARCHING TALENT REQUIREMENT

The Contacts Center Director directs all messaging and from all incoming sources to a team of analysts and customer service supporters, and hence will need to possess:

- Excellent customer service skills to build relationships with our supporters and audience in support of the company's mission.
- Experience managing thousands of calls a week.
- Rapid-fire response and delegation abilities.
- Prioritization and delegating skills in a call center atmosphere.

KEY RESPONSIBILITIES

- Lead PV's incoming leads with direction and ensure our communications support our mission at the highest level.

- Serve as a key coordinator and organizer of the intake and outreach of all incoming communications.
- Ensure effective delegation of tasks to the proper handlers with follow ups to report on results.
- Communicate back up to leadership multiple times/day. Serve as an information clearinghouse.
- Articulate awareness and understanding of our mission to staff and supporters.
- Manage day-to-day social media, email and verbal engagement with individual supporters. Build a high performing team and develop staff via guidance, training, and immediate feedback.
- Work with internal departments to achieve overarching company goals, working closely with Investigative Journalists, and the Insiders, Field Operations and Production departments.
- Maintain knowledge and high-level expertise in people and customer service skills coaching team to perform at a high level. Seek perspectives and understand practices of other organizations.
- Ensure all external communications are accurate, verifiable, and legally compliant before publication or verbal exchange.
- Identify and effectively right-size a team with unpredictable growth and contraction, handle a flux in volume without interruption to mission.
- Implement a system to manage 24/7 shifts of active engagement on all platforms delivering information in a time of the essence manner.

SKILLS AND EXPERIENCE

Required:

- The Call Center Director should have prior experience and contacts with the media, be an exceptional writer and communicator, and be a proactive thinker and strategist.
- 5+ years of experience, preferably including director level responsibility for handling and coaching a team.
- Strong leadership and consensus building skills, with a willingness to continually embrace personal and professional development.
- Prior experience leading and developing a team of professionals, as well as working across indirect reports and cross-functional partners.
- Must be able to articulate a vision and develop and deliver supporting communications plans. Comfortable working with ambiguity and change, and in a fast-paced environment.

Preferred:

- An understanding of current media.
- Experience dealing with political/cultural issues.
- Prior experience in a call center atmosphere in a managerial capacity.
- Mission aligned.

This position is based at PV HQ in Westchester County, NY—just outside New York City. Competitive salary and benefits. Please contact apply at www.projectveritas.com/jobs