



JOB DESCRIPTION: Patient Services Contact Center Manager

REPORTS TO: Director of Business Services

EDUCATION & EXPERIENCE: Bachelor's degree or Associate Degree or equivalent work experience at a supervisory level. Minimum of 1 year of supervisor experience in a contact or call center environment (Required).
Healthcare related experience 2 years (Preferred)

POSITION SUMMARY

The **Patient Services Contact Center Manager** provides leadership to a team of **Patient Services Contact Center Representatives** in a fast-paced call center environment. The position requires the ability to lead the team in achieving their performance targets while having targets to meet personally. The individual serves as a coach and mentor for direct reports with a "lead by example" approach in hitting targets and holding themselves and their teams accountable. The manager is focused on meeting and exceeding growing performance targets in our Patient focused company. It is also critical that the **Patient Services Contact Center Manager** develops and maintains a positive work environment and culture.

SKILLS:

- Demonstrated ability to display empathy and compassion throughout every conversation and interaction.
- Hands-on experience with phone systems, functions and reporting.
- Possesses skills to analyze data and establish subsequent action planning.
- Demonstrated effectiveness in people leadership and development.
- Technical ability to create reports and use data to make effective decisions.
- Must demonstrate strong analytical and critical thinking skills.
- Possess strong problem-solving skills and the ability to make sound judgement decisions.
- Superior organizational and time management skills.
- Proven ability to develop action plans, create short and long-term goals, analyze statistical information, and manage by holding team members accountable for results.
- Positive outlook, patient centric, high energy, level-headed, flexible, problem-solver required.
- Proficient in translating healthcare related jargon and complex processes into simple, step-by-step instructions anyone can understand and act upon.

- Flexibility to customize approach to meet all types of member communication styles and personalities.
- Excellent conflict management skills including Professionally and adeptly resolve issues while under stress, Diffuse conflict and distress, demonstrate personal resilience, Strong verbal and written communication skills, Solid time management skills, Strong attention to detail, Bi-lingual candidates desired (English/Spanish).

PRIMARY DUTIES: In addition to your current primary responsibility of current job position

- Must be a subject matter expert in Epic Electronic Medical Records (EMR) system
- Utilize performance management strategies to lead the team to meet and exceed goals.
- Conduct daily/weekly call evaluations on each **Patient Services Contact Center Representatives**.
- Provide coaching and feedback to each **Patient Services Contact Center Representatives** at least weekly, regarding their individual performance, goals, attainment and accountability.
- Communicate immediate staffing deficiencies to leadership and organize coverage for gaps with other employees.
- Keep accurate and up-to-date records for performance, quality and corrective actions.
- Compassionately own problems through to resolution on behalf of the Patients and employees.
- Ensure compliance with applicable legal/regulatory requirements (e.g., HIPAA, state/regional requirements).
- Maintain knowledge of information/process changes due to healthcare reform by referring to applicable company resources.
- Demonstrate knowledge of established workflows and support processes.
- Communicate common problems/questions to appropriate team members to drive continuous improvement.
- Contribute to and support improvement initiatives.
- Weekly scheduled phone support.
- Assist with phone support as needed.
- Participate in calibration meetings and other related meetings to discuss the quality and performance program.
- Lead and participate in other projects and duties as needed.

OTHER DUTIES:

- Other duties as assigned by supervisor

PHYSICAL AND MENTAL REQUIREMENTS:

- Visual and auditory accuracy
- Shift length - 8 hours
- Indoor setting –
- Frequent use of computer
- Long periods of sitting
- Frequent use of telephone
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication
- Occasional reaching, walking, squatting, bending, kneeling, twisting and climbing
- Occasionally carrying, lifting, pushing and pulling of up to 25 lbs.
- Occasionally working in confined, noisy, dusty areas
- Regular use of personal transportation
- Understand/carry out simple/detailed, oral/written instructions with retention
- Read and interpret detailed specifications.

TO APPLY: Please visit our website at www.wacofamilymedicine.org and fill out an online application located under Careers.

REVIEWED WITH EMPLOYEE:

Employee

Supervisor

Date