

Human Resources
749 S. Winchester
Room: G-50
Chicago, IL 60612



Job Code: 6485
Grade: 23
FLSA: Exempt

Job Title
Call Center Manager

Department
Finance Revenue Cycle

Job Summary

Manages, supervises and coordinates all aspects of the of the call center operations while fostering a consistent culture of customer service excellence and collaboration. Provides operational and strategic guidance to assure Key Performance Indicators (KPI) are met. Reviews call center policies and procedures to support the development and implementation of changes or updates. Delivers high standard, efficient customer service and to represent the organization in the best possible way.

This position is exempt from Career Service under the CCHHS Personnel Rules.

General Administrative Responsibilities

Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements

Supervision

- Directs and effectuates CCHHS management policies and practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develop CCHHS system policy and procedure
- Consistently uses independent judgment to identify operational staffing issues and needs and performs the following functions as necessary: hires, transfers, suspends, layoffs, recalls, promotes, discharges, assigns, directs or disciplines employees pursuant to applicable Collective Bargaining Agreements
- Works with Labor Relations to discern past practice when necessary

Typical Duties

- Manages, supervises, and coordinates the daily activities of the call center
- Maintains appropriate staffing levels to handle forecasted lead volume and inbound/overflow for each 15 minute interval
- Follows the financial screening policies and procedures across the organization
- Prepares call center performance reports by collecting, analyzing and summarizing data and trends
- Analyzes the call center budget statistics on a weekly or monthly basis to forecast trends
- Acts a liaison with supervisors, representatives, third parties and operatives to collect information and resolve issues
- Works to escalate and resolve the most complicated customer inquiries or complaints
- Builds working relationships with quality assurance, patient relations and patient advocates to support the commitment to quality customer service
- Reviews call center policies and procedures to support the development and implementation of changes or updates.
- Develops and reports on key metrics
- Manages supervisors to assure that KPIs are met
- Monitors and adheres to ASA (Average Speed of Answer) performance indicators
- Establishes set performance goals to measure speed, efficiency and quality
- Motivates the call center staff by coordinating rewards programs
- Conducts needs assessments, performance reviews and capacity planning
- Remains flexible to changing priorities consistent with the success of the department
- Maintains current knowledge of new developments, productions and network communications within the industry
- Completes annual educational requirements
- Adheres to HIPAA standards by maintaining patient confidentiality and privacy
- Maintains and complies with regulatory requirements

Reporting Relationships

Reports to System Manager, Patient Access, Financial Counseling

Minimum Qualifications

- Bachelor's Degree from an accredited college or university
- Five (5) years of experience managing or supervising call center operations
- Three (3) years of customer service experience associated with screening/processing of individuals seeking Medicaid, SNAP, cash assistance, charity care or other related social services
- Prior experience with Microsoft Office Suite and health care computer systems
- Prior experience handling customer concerns and complaints
- Must be able to travel to work sites throughout Cook County

Preferred Qualifications

- Prior experience working with Avaya phone system
- Certification from HFMA, MGMA, ACHE or other health related professional organization
- Prior experience in Medicaid, Managed Care or Human Services with customer contact by telephone
- Bilingual skills English/Spanish, English/Polish, English/Mandarin, or English/Arabic
- Five (5) years of experience managing or supervising call center operations in a health plan/healthcare or hospital setting

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of Microsoft Office Suite and health care computer systems
- Thorough knowledge of call center systems, procedures and processes
- Knowledge of principles and processes for providing customer service
- Excellent listening, verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong interpersonal and team skills
- Demonstrate strong customer service, email and phone etiquette skills with strong response times
- Strong analytical and quantitative skills
- Demonstrate organizational, critical thinking, conflict management and resolution skills
- Demonstrate strong project management and leadership skills
- Demonstrate attention to detail, accuracy and precision
- Ability to effectively manage supervisors to assure that KPIs are met
- Ability to complete annual educational requirements
- Ability to prioritize, plan, and organize projects and tasks
- Ability to multi-task and meet deadlines in a fast paced, high output and stressful environment
- Ability to adhere to department policies and standards utilizing best practices
- Ability to maintain a professional demeanor and composure when challenged
- Must be able to travel to work sites throughout Cook County

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: Carla J. Salvo 4-23-15
[Legibly Print Name & Title of Person Approving the JD] Date

Approval: _____
[Signature of Person Approving the JD] Date

Approval: _____
Gladys Lopez Date
Chief of Human Resources