Job Title
Call Center Trainer

Department
Finance Revenue Cycle

Job Summary
The Call Center Trainer is responsible for the customer service quality assurance and training programs of the call center. Trains and coaches Customer Service Representatives (CSR) to know and understand key performance indicators. Reviews and updates the quality assurance (QA) and training policies and procedures. Utilizes best practices and performs all duties in accordance with Cook County Health and Hospital (CCHHS) and departmental standards, policies and procedures.

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

Typical Duties
- Trains and coaches Call Service Representatives (CSR) to learn and understand Key Performance Indicators (KPI)
- Reviews and updates the QA and training policies and procedures
- Leads the design of call monitoring and training initiatives
- Performs randomized call monitoring of the CSRs
- Meets with the Call Center Manager and Supervisors to discuss needs of improvement or change
- Develops call volume and quantity metrics to enhance performance tracking measures
- Collects, reviews and interprets data based on call quantity
- Initiates a customer listening program to identify customer needs and expectations
- Supports the interviewing and hiring process of new employees
- Conducts periodic training sessions to address inefficiencies and encourage productivity
- Makes recommendations to CSR work stations to enhance productivity
- Identifies inefficiencies and recommends solutions for adequate workflow
- Collaborates with the Call Center Manager in creating rewards programs to recognize outstanding achievements
- Maintains current knowledge and understanding of emerging trends in global call center operations
- Adheres to Average Speed of Answer (ASA) performance indicators

Reporting Relationships
Reports to the Call Center Manager
Minimum Qualifications

- High School Diploma or GED and eight (8) years of experience working in call center operations

  OR

  Bachelor's Degree or higher from an accredited college or university and three (3) years of experience working in 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 developing a QA plan and Training program
- Prior experience handling customer concerns and complaints
- Prior experience with Microsoft Office Suite and health care computer systems
- Must be able to travel to work sites throughout Cook County

Preferred Qualifications

- Prior experience working with Avaya phone systems
- 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
- Call center experience in a healthcare related organization

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
- Knowledge in developing a QA plan and Training program
- Knowledge of HIPAA standards and privacy practices
- 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 facilitate productive meetings and training sessions to small and large groups
- 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:  

Date: 10-24-17

Approval:  

Gladys Lopez  
Chief Human Resources Officer

Date