



Call Center Supervisor

Axis Community Health is a nonprofit community health center that is growing rapidly in response to the exciting changes that are occurring in the healthcare arena. Axis's services include medical care, mental health counseling, behavioral health services and a WIC nutrition program. Axis has five sites that are located throughout eastern Alameda County and a sixth site underway, which will double Axis's current capacity.

We are seeking a Call Center Supervisor; this is a full-time (40 hour a week) position that includes benefits after the successful completion of the introductory period.

For more information about Axis, visit us at www.axishealth.org

Qualifications:

- **Verbal fluency in English and Spanish required**
- High School Diploma or equivalent.
- Computer experience required, Microsoft Excel, and Word experience a must, 35 WPM; NextGen knowledge a plus.
- Knowledge of medical terminology.
- High volume phone queue experience required
- Strong understanding of Call Center statistical analysis and reporting.
- Avaya PBX systems or similar PBX call center routing/queue systems experience a must a plus
- Minimum of five years experience as a Lead/Supervisor in a high-volume call center setting, health care preferred.
- Excellent customer service and problem resolution skills.
- Ability to effectively and professionally communicate with persons of all backgrounds.
- Experience in and the ability to efficiently manage multiple telephone lines.
- Excellent organizational skills and ability to work accurately and efficiently.

Responsibilities:

Under the direction of the Clinic Operations Manager the duties of the Call Center Supervisor will include the following:

- Serve as the key responsible person in the management of the Call Center staff.
- Produce operational reports and conduct frequent quality assurance audits of Call Center staff.
- Oversee all appointment scheduling activities for Axis sites; ensure that clinics are scheduled according to protocol and that clinic schedules are set in collaboration with provider schedules.
- Maintain a current understanding of clinic operations and procedures.
- Assess department needs and manage the development of Call Center Policies and Procedures
- Respond to or redirect telephone calls to appropriate staff and departments.
- In collaboration with the Clinic Operations Manager, conduct personnel activities to include hiring, training, evaluating, disciplinary actions, and other personnel actions as required.

- Forecast volumes of calls and staffing requirements.
- Maintains call distribution system by assisting the IT Department in configuring the telephone PBX to automatically distribute calls uniformly among customer service representatives.
- Makes necessary changes in staffing based on day of week, clinical load, other anticipated events, and PBX data.
Monitors productivity of patient service representatives and generates reports.
- Reviews PBX data to monitor the length of time customers remain on hold.
- Monitors service calls to observe employee demeanor, technical accuracy, and conformity to company policies. Answers questions and recommends corrective services to address customer complaints.
- Coordinates with IT in maintaining the correct recorded announcement menus, and makes changes as necessary based on the time of day, day of week, or holidays.
- Compile work volume statistics for accounting purposes and to keep records of client service requests and complaints.
Determines work procedures, prepares work schedules, and expedites workflow.
- Studies and standardizes procedures to improve efficiency of staff.
- Maintains collaboration among workers and resolves grievances.
- Prepares reports by staff for review.
- Manages the staff and is responsible for overall direction, coordination planning, assigning and directing work.
- Perform other Duties as assigned by the Patient Services Manager or Health Information Director.

Physical Demands and Working Conditions:

Work is normally performed in a typical office work environment. While performing the responsibilities of this position, the individual is required to have ambulatory skills sufficient to visit various parts of the organization. Requires the ability to reach with hands and arms, climb stairs and occasionally lift and/or move up to 30lbs. Requires sitting and standing for extensive periods of time, operating a computer keyboard, telephone and other equipment for extended periods of time. Travel to other Axis health centers and other local travel will be required.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A background check is part of our hiring process. Axis Community Health is An Equal Opportunity Employer. E-mail your resume to smarquez@axishealth.org. Include "Call Center Supervisor" in the subject line of your email. Please provide a cover letter indicating why you are well suited for this position, your resume, and include compensation history.