



Call Center Supervisor

Job Title: Call Center Supervisor	Reports To: Chief Operating Officer
Department: Administration	Position Number:
FLSA: Exempt____ Non-Exempt__X__	Employment Type: FT_x__ PT__TEMP__

MISSION STATEMENT: *Tepeyac inspires health, wellbeing and humanity in our community, through all of life's stages*

Provides culturally competent health care and preventive health services for the medically underserved. Now in its 25th year, Clínica has distinguished itself as a dynamic organization with visionary leadership, dedicated to eliminating health disparities for residents in the Denver Metro area. Our core values include **Dignity**, Clínica Tepeyac respects the inherent dignity of each person. We are sensitive, inclusive and empowering in our relationships with others. **Integrity**, Clínica Tepeyac values authenticity and consistency. We are genuine, reliable and dependable in word and deed. **Quality**, Clínica Tepeyac values excellence.

JOB SUMMARY: The Call Center Manager provides leadership that serves to align with the organization's strategic goals and clinical programs:

- Oversees department and department work plans to create consistency within the call center and the front desk, budgets and grant deliverables, working closely with the Clinic Manager, Chief Operating Officer and finance department staff;
- Leads the call center team and front desk/enrollment team,
- Collaborates with the medical and behavioral health staff on workflows and training.

Represents the department on the multidisciplinary staff leadership team. The Call Center Manager is the primary representative of the Call Center and front desk/enrollment team and focuses on creating consistency across the organization to meet the needs of our patients and assist them with scheduling appointments. Additionally, the Call Center Manager represents and reflects the Clínica Tepeyac's core values. Provides excellent customer service to all patients, vendors, customers and the Clínica team associated with La Clínica Tepeyac, INC. Works in collaboration with all La Clínica Tepeyac, INC team members.

A. MINIMUM QUALIFICATIONS:

1. Education:

- High school diploma or GED required. College degree preferred.

2. Experience:

- One year of general office and answering telephones. One year of supervisory experience preferred.

3. Knowledge, Skills & Abilities:

- Bilingual (English-Spanish) **required**.
- Written and oral communication skills.
- Knowledge of multi-line phones.
- Ability to work independently.
- Ability to relate to direct reports, patients and express empathy.
- Ability to create a trusting environment by not sharing patient information learned, except when necessary in performance of the job responsibility or to improve patient care.

- Demonstrated respect for and understanding of cultural diversity and culturally responsive programming
- Ability to read, understand and follow oral and written instruction.
- Ability to speak clearly and concisely.
- Work well with the other patient care team members and in teams.
- Ability to determine an emergency situation and take appropriate action.
- Sensitivity to indigent and ethnic minority communities.
- Project management skills, including ability to effectively organize and prioritize overlapping project demands and timelines, at both the individual and team level, in a dynamic, fast-paced environment
- Ability to work effectively and respectfully with individuals from a variety of educational and socio-economic backgrounds, both internally and within the community
- Knowledge of Clinica Tepeyac Mission and culture.

B. ESSENTIAL DUTIES & RESPONSIBILITIES:

- Supervises the Call Center, front desk team members and enrollment staff. Provides ongoing feedback and coaching for professional growth. Conducts annual reviews. Identifies trainings and certification courses appropriate for staff members.
- Plans and leads the team member meetings.
- Answers and directs calls in a professional and welcoming demeanor.
- Ability to schedule appointments for patients promptly and/or redirects the patient to the correct department/individual.
- Provides quality customer service to internal and external customers.
- Provides resolution, accuracy and efficiency in resolving patients' follow-up and scheduling.
- Checks voice messages and returns calls within reasonable business timeframes.
- Ability to document appropriately in the Electronic Medical Record.
- Follows procedures for the electronic health records system and adheres to all confidentiality policies and procedures.
- Assists in developing and implementing quality measures required by the program as well as evaluating curriculum and ensuring activities are well-designed.
- With support from the Chief Operating Officer and Grants and Contracts Manager, implements a framework for program evaluation. Conducts or oversees administration of evaluation tools with direct reports (surveys, pre- and post-tests, data collection and data input), verification data accuracy and analysis of all data collected. Organizes all hard copies of data collected for programs and maintains accurate and confidentiality records.
- Supports the Grants and Contract Manager in reporting on grants supporting Call Center programs.
- Develops new programming in alignment with organizational strategic priorities and goals.

Supervision: Supervises the Call Center, front desk team members and enrollment staff. Works under the direct supervision of the Chief Operations Officer.

PHYSICAL AND MENTAL REQUIREMENTS:

Physical and Mental Requirements: Place the appropriate "Amount of Time" code for each of the following: 0 = None; 1 = less than 1/3; 2 = 1/3 to 2/3; and 3 = more than 2/3			
PHYSICAL: 1 Lifting < 10 lbs. - Light 1 Lifting 10 - 20 lbs. - Light-Med 0 Lifting 21 – 40 lbs. - Medium 0 Lifting 41 – 80 lbs.- Med Heavy 0 Lifting 81 – 120 lbs. - Heavy 0 Lifting > 120 lbs. – Very Heavy 0 Pushing/Pulling < 20lbs 0 Push/Pull 20 – 50 lbs. Other: Describe:	ACTIVITIES: 3 Sitting 2 Standing 1 Bending 1 Kneeling 1 Squatting 2 Walking (Distance) 0 Climbing (Steps, etc.) 1 Reaching (overhead, extensive, repetitive)	MENTAL/SENSORY: 3 Strong Recall 3 Reasoning 3 Problem Solving 3 Hearing 3 Seeing/Sight 3 Talk/Speak Clearly 3 Write legibly 3 Reading 3 Concentration 3 Logical Thinking	EMOTIONAL: 3 Fast pace environment 3 Steady pace 3 Able to handle multiple priorities 3 Frequent & intense customer interactions 3 Able to adapt to frequent change 3 Works under deadlines 3 Process complex info 3 Works as part of a team

ENVIRONMENTAL REQUIREMENTS:

Environmental Requirements: Place the appropriate "Amount of Time" code for each of the following: 0 = None; 1 = less than 1/3; 2 = 1/3 to 2/3; and 3 = more than 2/3		
<ul style="list-style-type: none"> 0 Blood and body fluids 0 Biohazards (e.g., bacteria, fungi, viruses) 0 Radiation (ionizing, laser, microwave) 0 Toxins, cytotoxins, poisonous substances 0 Chemicals 0 Hazardous materials other than blood and body fluids 1 Communicable disease 1 Combative situations 	<ul style="list-style-type: none"> 0 Working Outdoors 0 Hot, cold, wet surroundings 0 Dust, fumes, gases, mist, powders 1 Loud or unpleasant noises 0 Electrical hazards 0 Grease and oil 0 Vibration 0 Heights 0 Moving mechanical parts 0 Wear protective clothing/equipment 0 Use hand or power tools 0 Operate vehicles/machinery 	<p>DAILY ACTIVITIES?</p> <ul style="list-style-type: none"> 3 Continuous keyboard use >2 hrs or intermittent keyboard use > 4 hrs 3 Performance of same motion/ motion pattern every few seconds greater than 2 hours at a time⁴ 0 Vibrating or impact tools/ equipment greater than a total of 2 hrs 0 Forceful hand exertions greater than a total of 2 hours
Type of protective clothing, equipment, hand or power tools, vehicles and machinery used: None		

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

This position description has been reviewed with me and I fully understand and agree to the above.

Employee Signature _____ Date _____