



## JOB DESCRIPTION

<b>Job title</b>	<i>Call Center Manager</i>	<b>FLSA Class:</b>	<i>Exempt</i>
<b>Department</b>	<i>Medical Clinic</i>	<b>Position Type:</b>	<i>Full Time</i>

### Job purpose

Chinatown Service Center (CSC) is a multi-service, community health center which provides compassionate, multi-lingual and culturally-sensitive care to the communities of San Gabriel Valley and beyond. Our mission is to provide outstanding services and advocacy that promote better quality of life and equal opportunity for immigrants and other communities.

The Call Center Manager (CCM) has the overall responsibility for managing the day-to-day work functions of the Call Center area, ensuring that inbound telephone calls are answered in a timely manner and eliminating abandoned and missed telephone calls. The CCM is responsible for ensuring the delivery of outstanding customer service, resolving issues and delivering accurate information to CSC clients and patients. The CCM will work with clinical program directors and coordinators of the Medical, Dental and Behavioral Health departments to ensure that telephone procedures are efficient and align with clinical services. The CCM will assist the Director of Operations in conjunction with the Operations Manager with medical and dental provider appointment schedules, training of Patient Advocates and Coordinator staff, data projects and reports. The CCM supervises all Call Center Agents/Advocates.

### Duties and responsibilities

- Reports directly to the Director of Operations and to the clinical management team for day-to-day operations of the Call Center department.
- Manages the telephone system and communicates all changes affecting the Call Center system on a regular basis.
- Assists Director and Managers with updating/creating Patient Services Policies, as necessary to ensure CSC policies and procedures are implemented equitably across the organization.
- Orients, trains, directly supervise and evaluate staff within the Call Center Department. Ensures staff maintains excellent public relations with patients, clients, guests, and staff.
- Resolve staffing issues and facilitate conflict resolution for staff under direct supervision. Hire, coach, lead, discipline and terminate staff in coordination with the Human Resources department.



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- Proactively participates in and supports the Call Center Services staff with the day-to-day functions of the Call Center.
- Provides training to Call Center staff regarding Medi-Cal, Medicare, managed care programs, private insurance health plan features, eligibility procedures and reimbursement requirements.
- Responsible for ensuring all registration and eligibility policies, procedures, guidelines and criteria are followed by Call Center Agents.
- Ensures that effective communication flows between the Call Center and clinical departments.
- Ensuring that documentation in patient charts by agents are completed in an accurate and timely manner.
- Ensure the timely response to AnswerForce messages, voicemails and transcribing of messages and voicemails for the clinical departments.
- Enforces HIPAA privacy laws and policies by department personnel and ensures timely training for all staff.
- Monitors scheduling activities for the clinical department to ensure optimized productivity including new patient waitlist and appointment recalls.
- Directs all patient account billing inquiries to the billing department for resolution. Ensures patient insurance enrollment and marketing of CSC services by reviewing patient data in insurance company portals and delegates staff to contact newly assigned members on a timely basis; assists in the development of welcome packets that introduce and educate new patients on the services and programs offered at CSC.
- Serves as liaison between CSC and Health Plan member service work groups regarding health plan problems, membership enrollment and disenrollment problems; attends training on new programs, customer service, and advocacy.
- Creates/edits visit types, categories, resources, and templates for the departments in the Electronic Medical Record (EMR).
- Assists in the coordination of provider/clinical schedules by applying provider schedule template in the clinic EMR scheduler. Update provider blocks, Paid Time off (PTO) and change in services within the EPM resource schedule.
- Runs and analyzes data reports to manage the functions of the medical department and operations of CSC, such activities would be: provider productivity, encounter status, No-show reports, third next available appointments, and provide basic demographic statistics.
- Patient care: Demonstrate understanding and apply working knowledge of safety policies and ensuring safe patient practices.
- Employee Safety: Safely performs all duties, follows protective protocols to ensure personal safety as well as the safety of others.



- Must maintain compliance with ergonomic safety standards; be mindful of posture and regularly practice ergonomic stretches.
- Works extremely well under pressure, meets multiple and often competing deadlines; and at all times demonstrates cooperative behavior with supervisors, subordinates, colleagues, clients, patients and the community.
- Actively participates in internal quality improvement teams to drive initiatives in accordance with the mission and strategic goals of the organization, as assigned by Director of Operations.
- Follows clinic policies and procedures, including maintenance of client confidentiality under HIPAA privacy rules.
- Other duties as assigned.
- Must be able to lift objects up to 25 pounds.

### Qualifications

- Prefer B.A. or B.S. degree in business administration or related field, or 5+ years' experience.
- Minimum of 3 years community based program management experience or equivalent.
- Experience in a Supervisory role.
- Extensive experience managing organizational change and re-structuring.
- Excellent leadership, organizational and communication skills
- Commitment to providing nonjudgmental quality health care to those in need.
- Commitment to and experience with a volunteer-based agency.
- Experience and commitment to working with diverse communities.
- Experience with database management; NextGen experience preferred.
- Able to work effectively while multi-tasking.
- Bilingual in English and Spanish or Mandarin/Cantonese preferred

### Direct reports

Director of Operations