



Call Center Supervisor

Job Code: CCS - 116
Revision Date: Dec 21, 2018

Salary Range:
\$20.31 - \$33.23 Hourly
\$1,624.80 - \$2,658.40 Biweekly
\$42,255.00 - \$69,124.00 Annually

FLSA: Exempt

Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

General Description

The purpose of this job is to provide direct supervision of centralized call center staff, ensuring that all call center duties are performed as required. Assists in monitoring the administrative responsibilities of the revenue cycle(s) of assigned operations, including insurance and service authorization, client scheduling, charge capture, billing compliance, accounts receivables, expenditures, write-offs and denials.

This class works under general supervision, independently developing work methods and sequences.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Provides direct supervision and participate with the hiring and training of administrative and support personnel.
- Provide data and recommendations to direct supervisor regarding the monitoring and operations of centralized call center.
- Interacts with direct care and administrative and support personnel to develop, implement and manage effective unit operations.
- Monitors Clinic and unit operations as they impact call center.

- Makes decisions in conjunction with the Chief of Mental Health regarding services provided by call center staff to ensure they are performed in an effective and efficient manner.
- Evaluates call center duties and implements practices to constantly improve unit.
- Monitors general office operations, and performs a wide variety of administrative tasks for the unit, ensuring call center operations are performed in an efficient and cost-effective manner
- Obtain, organize, report and communicate data regarding call center operations and departmental deficits on an ongoing basis.
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Requires High School graduation or GED equivalent supplemented by specialized courses/training equivalent to completion of one (1) year of college supplemented by two (2) years of responsible call center experience; or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

Required Knowledge and Abilities

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

Physical Demands

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment)

- None

Special Certifications and Licenses

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

Americans with Disabilities Act Compliance

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Other Job Characteristics

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.

- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

Note: This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.