



POSITION DESCRIPTION

TITLE:	Call Center Team Supervisor
DEPARTMENT:	QualiSight Call Center
COMPANY:	Research & Marketing Strategies, Inc. (RMS)
LOCATION:	Baldwinsville, NY 13027
STATUS:	Full Time
SALARY:	\$45,000 DOE
DATE:	March 5, 2024
REPORTS TO:	QualiSight Director

SUMMARY OF PRIMARY RESPONSIBILITIES

The primary function of the Call Center Team Supervisor is to supervise the daily activities of the call center team with a focus on staff training and quality improvement. The Call Center Team Supervisor is responsible for coordinating and conducting new hire training as well as providing ongoing individual and team training, coaching, and support to the call center associates. The supervisor will hold a key role in monitoring and training of the CMS mandated CAHPS® Patient Satisfaction Survey work. The supervisor will maintain flexible hours to accommodate evening and/or weekend work as necessary to support the team.

SPECIFIC DUTIES AND RESPONSIBILITIES

1. The Team Supervisor will work with HR to build a team of qualified call center agents for the department. In this role, the supervisor will provide departmental orientation and training to all new agents assigning them to a team mentor for their on-the-job training.
2. The supervisor will work with the department director to determine the needs of the department and create a schedule each week as well as to monitor attendance records.
3. Complete call audits on every staff member for all projects including all CAHPS® product lines, adhering to project guidelines and ensuring that minimum audit requirements are met.
4. Review annual CAHPS® training updates to stay current with any new guidelines and project requirements. The supervisor will identify and incorporate any new updates into the department's annual training sessions for the call center agents.
5. Regularly review agent productivity to ensure all team members are working efficiently and utilizing appropriate tools to overcome objections and gain cooperation from respondents.
6. The supervisor will also review open-ended survey responses correcting spelling and grammar mistakes and providing regular feedback to the agents.



7. Attend regular department team meetings to discuss new and existing projects including a review of quality and productivity goals and additional training needs to ensure “Best in Class” results from all members of the team.
8. Through conducting call audits and quality checks, the supervisor will identify areas of opportunity offering possible solutions through programming, scripting, or training.
9. Conduct regular and impromptu team calibration sessions designed to share best practices with the team. Maintain a variety of rotating topics to keep staff performance to a high standard. The supervisor will maintain documentation of all individual and team coaching activities.
10. Periodically perform agent operations to test, and provide feedback about script flow, as well as to augment existing staff as necessary to meet production goals for a project.
11. Performs other duties as requested.

MINIMUM POSITION REQUIREMENTS

- Demonstrated call center experience with a focus on quality improvement and training.
- Effective oral and written communication skills, and strong attention to detail.
- Working knowledge of Microsoft Office (Word, Excel, Outlook, and Access) and CATI style survey software desired.
- Ability to work independently and follow through on own initiative is essential.
- Ability to manage multiple priorities, with frequent tight time constraints required.
- Excellent interpersonal and customer service focused skills and ability to work with diverse groups of people required.

**This position may require access to patient Protected Health Information (PHI) and may also involve access to electronic Protected Health Information (ePHI). Those in this position are required to comply with all final regulations including the Health Insurance portability and Accountability Act of 1996 (HIPAA). Intentional or inadvertent disclosure of PHI or ePHI violates federal law and can result in termination and/or fines. Additionally, employees in this position are required to notify the Privacy Officer of any suspected incidents whereby RMS is not in full compliance with HIPAA. RMS will provide HIPAA training opportunities for the employee to remain current of HIPAA requirements.

To apply, please submit a resume, salary history and cover letter to the following:

Doug Sweet
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