JOB DESCRIPTION: Call Center and Front Office Operations Manager

Date: August 2020
Grade: 6T
Supervisor: Chief Financial Officer
Exempt: Exempt

GENERAL PURPOSE: Manages the day-to-day operations of the Call Center and/or Front Office in either the Montrose and Ouray County offices (Front Office and Call Center) or the Gunnison, San Miguel and Delta County Offices (Front Office), to ensure organized planning, scheduling, and compliance, as well as operational efficiency and superior client experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Works in coordination and cross trains with the other Call Center and Front Office Operations Manager to ensure continuity between all offices.
- Coverage of other Call Center and Front Office Operations Manager counties when the other is out of the office.
- Develop and maintain quality standards and minimum production expectations for each administrative process and/or function.
- Ensures compliance with demographic, insurance data and fee structure at point of entry.
- Identify and assist with an appropriate plan of action to correct any deficiencies or areas of improvement when standards or expectations are not being met.
- Ensure the efficient and effective operation of the Front Office department and how it interrelates to other departments and the Healthcare Service Line offerings as a whole.
- Ensure the proper initial and ongoing training for all Call Center and Front Office supporting personnel.
- Staff recruitment and training.
- Conduct performance appraisals and provide continual feedback on performance.
- Perform individual weekly supervision with staff.
- Keep Human Resources and the Chief Financial Officer informed of any employee or department issues, concerns, or deficiencies.
- Contribute to and act as an integral part of the management team that makes daily business decisions by providing solutions and recommendations for process improvement, cost savings, and strategic business planning. Attend monthly Management meetings.
- Ensure that client’s needs are being met within the Front Office department.
- Oversees compliance with key performance indicators for all Call Center and front office staff.
- Works collaboratively with other Call Center and Front Office Manager, Directors to ensure continuity of care between the Call Center and front office.
- Ensures adequate staff coverage at Call Center and Front Office locations
- Provides weekly supervision to staff.
- Provide a client-focused service and a positive impression of the organization
- Responsible for managing the staff to ensure that clients are greeted in a warm, friendly, and treated in a respectful manner.
• Ensure staff are following all policies and procedures pertaining to client paperwork, recording clients information in The Center’s electronic health record, insurance billing functions, client fee collections, accurate daily deposit functions, compiling intake packets, stocking face sheets, typing/filing of chart documents, opening and closing chart storage according to the policies and procedures of The Center.

• Ensure staff are communicating all necessary information to client concerning The Center’s policies around fee collection, appointment cancellation and no show. And other policies deemed necessary to communicate to clients.

Call Center Supervision

• Responsible for managing the team to ensure calls are answered timely, efficiently and in a knowledgeable manner
• Ensure staff have been trained and help with developing the skills and competencies to reach and maintain department productivity goals
• Respond to escalated calls and assist with resolving problems
• Ensure all calls are logged and monitors queue to track call waiting times
• Ensure and review that staff are obtaining and entering accurate client demographic information into The Center’s electronic health record, scheduling appointments and required paperwork are correctly completed

Center-Wide Essential Duties and Responsibilities

• Responsible for keeping client information confidential by adhering to Colorado law and policies and procedures for the Center
• Responsible for compliance with applicable federal, state, and local laws; professional practice acts and ethical guidelines; policies and procedures of the Center; and contractual guidelines
• Responsible for supporting the Center’s Vision, Mission, Values and Beliefs by practicing and modeling a culture of wellness within a One Team Mindset
• Completes all administrative paperwork and Qualifacts documentation/time sheet (billing and personnel/payroll) as requested/required
• Completes required competency training in Relias and additional training as requested or selected by supervisor
• Reviews and acknowledges Center policies and procedures as requested/required

MISC. DUTIES AS ASSIGNED
This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

SUPERVISORY DUTIES: Provides administrative supervision to Call Center and front office staff.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- Bachelor’s level degree or higher in one of the recognized mental health professions preferred
- High School Diploma or GED required. Associates Degree or related healthcare/sociology certification preferred
- Three (3) years’ experience in customer service and/or related clinical environment. Working knowledge of medical terminology
- Previous supervisory experience preferred
- Experience working with an electronic health record preferred
- Fluency in English required; Spanish preferred
- Basic computer and keyboarding skills
- Ability to communicate effectively over the telephone and exercise sound judgement to handle calls appropriately
- Ability to handle the fast-paced environment of the Front Office and Call Center; work quickly and multitask
- Ability to relate to persons with diverse educational, socioeconomic, and ethnic background
- Ability to demonstrate high quality customer service
- Ability to interact with people in a professional, friendly manner
- Ability to work independently as well as cooperatively and constructively as part of an interdisciplinary team

**WORKING ENVIRONMENT/PHYSICAL ACTIVITIES:** 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.

- Works extended hours in front of a computer monitor
- Required to talk and hear
- Often requires sitting and use of hands and fingers, to handle or feel
- Occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl
- Vision abilities required by this job include close vision
- The noise level in the work environment is usually quiet to moderate
- May need to provide services in noisy and unclean locations in the community

_I have read this copy of my job description, discussed it with my supervisor and understand my responsibilities._

___________________________________________  ______________
Signature                                Date

THE CENTER FOR MENTAL HEALTH EMPLOYMENT IS AT-WILL MEANING THE EMPLOYMENT RELATIONSHIP MAY BE TERMINATED BY EITHER THE EMPLOYEE OR EMPLOYER AT ANY TIME, WITH OR WITHOUT CAUSE OR PRIOR NOTICE.