



Title: Patient Contact Center Supervisor

Department: Revenue Optimization Services

Location: Chicago / Dallas

Job Summary

This position will be responsible for managing the day to day inbound and outbound operations of the assigned client account. The functional areas to be managed will include and not limited to Patient Account Receivables or Self Pay (Outbound), Customer Service (inbound), Paper Billing, Batching and Scanning. The position will be reported by front line production staff. The Supervisor will be primarily accountable for effective and efficient Process, People & outcomes management.

Key Responsibilities

- Ensure appropriate attendance and production from assigned resources
- Monitor the Key Performance Indicators through various reports (manual and system)
- Identify trends, areas which need improvement and plan actions to improve and maintain performance
- Provide feedback and coach teams to achieve the goal, periodic review of goals set in the action plan to gauge success, modify plans to achieve goals
- Monitor team member performance to maximize individual and team productivity, as well as collections
- Follow-up with team members to ensure patient account resolution
- Complete scheduled and ad hoc reporting on team productivity, efficiency and effectiveness
- Ensure that collection, production, and quality standards are adhered to
- Ensure client and patient escalations to resolution
- Manage team members and related issues and activities
- Aid staff retention through employee engagement activities
- Coordinate with internal support teams for timely delivery and resolution of concerns related to client and internal team. Support team include WFM, Quality, Training, HR, BI/ MIS, IT and IS

Qualifications

- Minimum 2 years Call Center supervisory experience
- Excellent People skills
- Excellent customer service and communication skills
- Excellent computer proficiency including working knowledge of Microsoft Office Tools
- Ability to prioritize, multi task
- Problem solving skills, good judgment, attention to detail, and follow-through are a must
- Able to work with little or no supervision
- High School diploma required

For additional information please reach out to us at ushr@ikshealth.com.