

TEAM LEADER, MEMBER SERVICES

The Care Coordinator Team Leader is responsible for ensuring that the Care Coordinators are meeting productivity and quality measures while managing a high volume of service requests from Providers and Members. This is a non-clinical position. The Team Leader is not responsible for conducting any triage program activities that require interpretation of clinical information.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Manage the operation activities of assigned staff ensuring a balance of optimum productivity and service level goals are maintained, service as a knowledge base for staff to provide direction and assistance in operations efforts, proactively offer consultative advice, review staffing levels for assigned shifts to ensure they are sufficient for meeting client performance goals and company budget constraints
- Ensure team is meeting quality expectations through required call monitoring audits, coaching and counseling processes
- Establish excellent working relationship with clients, placing the highest priority on providing quality service, anticipate future client needs and proactively consults with resolves issues prior to them becoming problematic. Continuously improves the quality of CareNet's service offering.
- Ensures employee development through training, coaching, mentoring and providing appropriate training through various media to achieve highly motivated and quality performers.
- Respond to 24-hour/7-day-a-week service needs ensuring follow-through resolution of issue.
- Assesses callers' needs and assists them with issues related to patients care.
- Adapts communication style to persons representing diverse personal, professional, cultural, and socio-economic backgrounds.
- Supports the initiatives of the Quality Management Committee.
- Effectively recruit, staff and train new Care Coordinators.
- Assess hiring, staffing and training needs of assigned staff

The job qualifications are as follows:

- Minimum Three (3) years of service related, call center team management and training experience; or equivalent combination of education and experience. Healthcare experience is highly preferred.
- Exceptional verbal & written communication skills with effective call center and service solution skill set required.

A competitive salary, comprehensive benefits package and a state-of-the-art facility, join a team that is going to make a difference in the quality of health care! This is a unique opportunity to join a leading Care Management company to transform health care and build a center of excellence.

Candidates responding to this posting must currently possess the eligibility to work in the United States.