

UNIVERSITY OF SOUTHERN CALIFORNIA
Medical Call Center Customer Service Manager

Job Code: X4652

Grade:	00
OT Eligible:	No
Comp Approval:	10/5/10

JOB SUMMARY:

Manages the medical call center customer service operation that serves as the primary point of contact for access to the USC academic medical centers and the USC Health Sciences Campus. Plans, schedules, develops and monitors electronic, voice, text, email and web-based communication information systems, emergency response alarms and paging systems. Manages medical call center personnel, payroll and budget development.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

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|-------|-------|--|
| _____ | _____ | Manages the medical call center customer service operation and the delivery of services to clients. Sets and communicates program priorities and performance standards and assesses operations using these criteria. Plans and conducts quality assurance reviews and recommends changes as appropriate. Develops and maintains automated or manual systems and procedures to facilitate program operations. |
| _____ | _____ | Manages staff assigned to call center operations. Recommends organizational structure, reporting relationships and staffing needs based on program goals. Makes hiring, promotional and salary decisions in accordance with university policy. Provides performance appraisals for staff and determines need for disciplinary action. |
| _____ | _____ | Develops, implements and revises operational policies and procedures to support strategic goals of the Medical Call Center. Develops protocols, procedures and describes processes for each team. |
| _____ | _____ | Develops and manages call center budgets. Generates and distributes monthly reports for clients and billing purposes. Analyzes expenditures for trends, and recommends or makes budgetary and resource allocations. Provides financial status reports, as requested. |
| _____ | _____ | Initiates client surveys and other qualitative methods to evaluate and measure overall medical call center utilization, staff performance, workflow, satisfaction and effectiveness. |
| _____ | _____ | Monitors and approves provider master schedules and registration databases. |
| _____ | _____ | Monitors and serves as point person for technology needs such as, emergency alarms, paging systems, etc. and recommends technology updates when necessary. |

_____ Serves as a key resource for call center information. Evaluates and researches customer service incidents and takes action to resolve issues. Responds in writing to special client inquiries and/or complaints. Resolves problems or questions referred by program staff or management.

_____ Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

HOSPITAL POSITION REQUIREMENTS:

Essential: No

Yes Employee maintains required applicable licensure, certification, education, annual health screening and other applicable hospital or job specific requirement (BLS, ACLS, CPI, etc.). Fire and Safety card must be presented upon hire or within first 90 days of hire and maintained by renewing before expiration date. Annual Health Assessment (PPD) and other Employee Health requirements done before due date. Annual Review Module completed on time in past 12 months, if applicable. Use of standard precautions in all patient contact and adherence to infection control measures/practices throughout hospital and in assigned duties. Maintains the confidentiality of patient information and protects confidential and proprietary information about employees and university. Compliance to appropriate regulatory standards.

JOB QUALIFICATIONS:

Minimum Education:

Bachelor's Degree
Combined experience/education as substitute for minimum education

Minimum Experience:

5 Years
Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:

Three years experience overseeing a customer service function in a healthcare environment. Knowledge of HIPPA compliance and various insurance types. Demonstrated excellent interpersonal organizational, and oral and written communication skills. Ability to multi-task, implement applications, policies and establish efficient workflow systems. Knowledge of patient admissions, insurance billing and communication systems. Knowledge of medical terminology, health plans, third-party payor, ACD reporting and MS Office software.

Preferred Experience:

7 Years

Skills: Other:

Analysis
Assessment/evaluation
Budget control
Budget development
Clinical documentation
Coaching
Counseling
Communication – written and oral skills
Conflict resolution
Customer service
Human resources and employment knowledge
Interpretation of policies/analyses/trends/etc.
Interviewing
Knowledge of applicable laws/policies /principles/etc
Organization
Planning
Project management
Problem identification and resolution
Research
Scheduling
Staff development
Managerial skills
Teaching/training

Skills: Machine/Equipment:

Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier
Switchboard
Telephone management system
Word processor

Supervises: Level:

Supervises employees and student workers

Supervises: Nature of Work:

Administrative
Clerical/Secretarial

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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