



Call Center Supervisor

Axis Community Health is a nonprofit community health center that has served the Pleasanton/Livermore/Dublin area since 1972. We provide medical care, mental health counseling, drug and alcohol recovery services, and WIC nutrition services for 14,000 Tri-Valley residents. We are eastern Alameda County's only provider of medical care for low income and uninsured residents.

We are seeking a Call Center Supervisor. This position is expected to provide full support of the Call Center staff. This position reports directly to the Health Information Director.

This is a full-time, Monday-Friday position. The position includes health/dental/vision insurance benefits after successful completion of the introductory period.

For more information about Axis, visit us at: www.axishealth.org

Qualifications:

- High School Diploma or equivalent.
- Computer experience required, Microsoft Excel, and Word experience a must, 35 WPM; NextGen knowledge a plus.
- Knowledge of medical terminology.
- High volume phone queue experience required.
- Strong understanding of Call Center statistical analysis and reporting.
- Minimum of five years experience as a Lead/Supervisor in a high-volume call center setting, health care preferred.
- Excellent customer service and problem resolution skills.
- Ability to effectively and professionally communicate with persons of all backgrounds.
- Experience in and the ability to efficiently manage multiple telephone lines.
- Excellent organizational skills and ability to work accurately and efficiently.
- **Verbal fluency in English and Spanish preferred but not required.**

Responsibilities:

Under the direction of the Health Information Director The duties of the Call Center Supervisor will include the following:

- Serve as the key responsible person in the management of the Call Center staff.
- Produce operational reports and conduct frequent quality assurance audits of Call Center staff.
- Oversee all appointment scheduling activities for Axis sites; ensure that clinics are scheduled according to protocol and that clinic schedules are set in collaboration with provider schedules.
- Maintain a current understanding of clinic operations and procedures.
- Assess department needs and manage the development of Call Center Policies and Procedures
- Respond to or redirect telephone calls to appropriate staff and departments.
- In collaboration with the Health Information Director, conduct personnel activities to include hiring, training, evaluating, disciplinary actions, and other personnel actions as required.
- Perform other Duties as assigned by the Patient Services Manager or Health Information Director.

A background check is part of our hiring process. Axis Community Health is An Equal Opportunity Employer. E-mail your resume to rwoodward@axishealth.org. Include "Call Center Supervisor" in the subject line of your email. Please provide a cover letter indicating why you are well suited for this position, your resume, and include compensation history.