

## **Position: Call Center and Customer Service Supervisor**



### **POSITION SUMMARY**

The Call Center and Customer Service Supervisor is a professional charged with training and motivating the team of HMS Operators and Patient Specialists as they provide services to our patients. They hire and train operators and patient specialists, monitor performance, and coach any employee who interacts directly with the public as needed to provide excellent service to our patients.

The delivery of quality service and positive interaction with our customers is critical to completing all the tasks within this job description; thus, the employee is responsible for establishing and maintaining interpersonal relationships with patients, visitors, and HMS employees in a courteous, respectful, and professional manner.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Work collaboratively with all HMS Clinic Coordinators and/or Clinic Managers
2. Hire, train, and prepare operators and patient specialists to respond to patient needs and questions as per the employees' essential job duties.
3. Ensure operators and patient specialists understand and comply with all call center and operations division objectives, performance standards, and policies.
4. Support operators and patient specialists regarding best practices and handling difficult calls.
5. Be a supportive presence in the call center and other customer point of contact locations, ensuring that patients and staff are getting appropriate services as per HMS' service standards.
6. Identify operational issues and implement possible improvements, in collaboration with the COO.
7. Monitor and evaluate operator performance, provide learning or coaching opportunities, and take corrective action as necessary.
8. Prepare reports and analyze data to assist the COO in determining call center goals.
9. Work with other supervisors and leaders to support operators and maximize customer satisfaction.
10. Prepare reports as per the COO's direction to be submitted to the Chief Executive Officer on a monthly basis.

### **MINIMUM QUALIFICATIONS**

1. High School diploma or equivalent
2. Associated, Bachelor's, or Master's degree preferred
3. At least three (3) years' experience as a call center supervisor in a healthcare or non-healthcare call center.
4. A minimum of one-year demonstrated supervisory experience

## **PREFERRED QUALIFICATIONS**

1. Fluency in English and Spanish.
2. Project Management Certification
3. Lean Training

## **REQUIRED SKILLS**

1. Proficiency with technology, especially computers, software applications and phone systems
2. Strong verbal and written communication skills
3. Excellent problem-solving, leadership, and customer service skills.
4. Ability to remain calm and courteous under pressure

## **TO APPLY:**

Completed HMS Employment Application may be emailed to [jobs@hmsnm.org](mailto:jobs@hmsnm.org) or

Dropped off or mailed:

1105 N. Pope Street, Building C, Silver City, NM 88061

or

530 De Moss Street, Lordsburg, NM 88045

For more information call 575-534-0788