



Position Title: Director, Call Center Operations

Status: Full-Time

FLSA: Exempt

Reports To: Rita Young, Chief Operations Officer

Office Location: Glendale, CA

Company Overview:

Health Data Vision, Inc., is a fast growing tech company that provides a SaaS-based healthcare analytics platform for medical records analysis and targeted solutions for HEDIS® Hybrid, Medicare and Exchange Risk Adjustment and comprehensive, year-round clinical data analysis efforts as well as RADV Audits. The platform provides flexible scalable workflows and automation for medical records-intensive project needs of health plans in the United States.

Job Summary:

The Call Center Operations Director is an integral member of HDVI. This leadership position manages the operations of the call center facility. The Director will provide motivation, supervision and direction to their team while providing oversight of daily operations while also developing and driving a culture of continuous improvement. A successful candidate will implement and review policies, set performance metrics for call center employees and provide guidelines for interaction with customers. The Director will monitor the productivity, efficiency and quality of the call center as well as a staff of field technicians to ensure that expectations and service level agreements with our customers are met. The Director will rely on his/her extensive experience and judgment to plan and accomplish goals, including forecasting capacity needs based on current and future client projects. This role will report directly to the Chief Operations Officer. Position is located in Glendale, CA.

Responsibilities Include (but not all inclusive):

- Creating a positive work environment that maximizes individual and team performance
- Developing and driving a culture of continuous improvement
- Creating, monitoring and improving key performance drivers to support strategy execution and take corrective action when required
- Monitoring operational goals and performance on a daily, weekly, monthly, quarterly and annual basis
- Selecting and hiring staff to manage call center activities

- Monitoring outsourced third party collection efforts in regards to medical record retrieval
- Providing guidance to supervisory staff related to employee relations and disciplinary actions
- Communicating progress and encouraging achievement via monthly team operational reviews
- Collaborating with the broader HDVI organization (e.g. Sales, IT, Marketing) to identify areas of improvement and focusing resources to improve overall performance and client experience
- Maintaining performance records on all employees including training, compliance, call center activity and goal tracking
- Creating and executing incentive options to motivate the team
- Participating in discussions and preparation of performance reports for review
- Developing, documenting and implementing a rigorous and comprehensive call center training program for all aspects of the team
- Building a highly effective QA program that ensure HDVI field technicians are at a 95% accuracy rate or higher
- Participating in client status calls to discuss progress and issues
- Blogging and maintaining an active social media presence to positively represent and promote HDVI

Required Skills/Experience/Education:

- Bachelor's degree required
- Minimum of 5 years of experience in the call center field or in a related area
- Able to demonstrate knowledge of the call center and field concepts, practices and procedures
- Ability to adapt to frequently changing priorities in managing a wide range of projects
- Proven knowledge and experience with Lean and/or Six Sigma
- Excellent written, verbal and presentation skills with the ability to effectively communicate complex information to HDVI's executive team and clients
- Proven ability to work independently as well as in a team environment
- Experience in call center KPI implementation, tracking and management
- Proficiency in using the following software applications: MS Word, Excel, PowerPoint, web-based/SaaS tools, and MS Outlook (email, calendar, etc.)

Interested candidates should send resumes to: jason.weddingfeld@healthdatavision.com

All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability or protected veteran status, other protected status, or any other characteristic protected by local, state or federal laws, rules or regulations.