

Position(s) Title: Director, Retrieval Operations

Status: Full Time

FLSA: Exempt

Reports To: Rita Young, COO

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 Director of Retrieval Operations oversees day-to-day Retrieval Operations to support the continued growth of HDVI. The Director will focus on strategic planning, goal-setting and directing the Retrieval Operations of the company in support of our goals by measuring progress and adjusting processes accordingly. The Director has responsibility for ensuring that HDVI delivers the highest quality of retrieval activities in the industry while adhering to strict project deadlines.

The Director must have strong analytic, process, time management, communication and organizational skills, and be comfortable in a client facing role. Additionally, the Director must plan, direct and coordinate operations in support of the company's growth by formulating policies, managing daily operations personnel, working in conjunction with other HDVI departments and supporting our administration team. Lastly the Director needs to be comfortable exploring new technologies as we seek to enhance overall quality, cost and performance of our Retrieval Operations.

Responsibilities Include:

- Set objectives, analyze operational metrics
- Structure effective training programs and measure their success
- Make sound business decisions based on data and statistics
- Drive performance improvement in the operation.
- Ensures that the company and staff meet goals
- Recruitment and staffing
- Employee retention
- Attending client calls as necessary
- Blogging and maintaining an active social media presence representing HDVI.

Preferred Skills:

- Ability to adapt to constantly changing priorities in managing a wide range of projects.
- Must be able to work independently and in a team environment.
- Excellent written, communication and presentation skills with the ability to explain and write complex information.
- Proficiency in using the following software applications: MS Word, Excel, PowerPoint, web-based/SaaS tools, and MS Outlook (email, calendar, etc.)

Required Experience / Education:

- Outbound call center management experience preferred
- Customer service experience required
- Exceptional interpersonal, customer service, problem-solving, verbal and written communication
- Conflict resolution skills
- Strong coaching and leadership skills, ability to motivate employees
- Decisiveness and attention to detail
- Bachelor's Degree or higher education required

Interested Candidates should send a resume to: rita.young@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.