

## Call Center Supervisor (Bilingual)

If you are looking to start an exciting career with one of Tennessee's most successful healthcare clinics, then join the DarSalud team as a Call Center Supervisor! Are you a proven leader who recognizes the value of building strong, united teams to drive results? Do you have the ability and desire to coach a diverse team of representatives on how to deliver exceptional customer service? Can you create a positive environment for representatives with an emphasis on respect, professionalism, and enthusiasm for their role on the DarSalud Team? If so, then you may be who we are looking for!

DarSalud is a multi-specialty healthcare organization that opened its doors 14 years ago, and we have been disrupting the healthcare industry ever since. With our focus on guaranteeing that everybody receives quality healthcare, regardless of income, we have developed a holistic approach to patient and family care that has been consistently recognized for excellence and innovation.

The Call Center Supervisor at DarSalud will have the responsibility of leading the call center team in providing all DarSalud customers/patients with exceptional, friendly, and professional customer service experience. The supervisor leads by example and provides regular feedback to team members on a regular basis to reinforce customer service best practices. Call Center Supervisors understand that quality communication between DarSalud and our patients is critical to the clinic's success. Providing quality care, across teams, for our new and/or loyal patients is DarSalud's first priority.

### Principal Duties and Responsibilities (Essential Functions)

The duties related to this position include but are not limited to:

- Ensure all appointment reminders for, every provider or resource schedule, are completed according to the protocol.
- Ensure that all incoming calls are going to the appropriate destination, documented, and completed in a timely manner.
- Ensure that all necessary information is being verified in every call and that the proper notes are included in the patients chart.
- Export and coordinate the distribution of all Care Coordination/Health Maintenance Reports from the various systems among the call center/care coordination staff and ensure they are making the calls properly.
- Proactively oversee the daily schedule in order to take immediate action as needed to reach daily productivity and efficiency goals.
- Provide continuous supervision to ensure the staff is communicating with the patient properly
- Coordinate with clinical team to help translate clinical protocols and metrics into operational protocols, reports, and goals.
- Provide ongoing training to the staff on the EMR System, protocols, and proper communication and customer service methods.
- Ensure all duties assigned to call center/care coordination center are completed in a timely, efficient, and successful manner.

### Experience and Skills:

#### Required:

- Must be able to fluently speak and write in both English and Spanish
- 2 to 5 Years of supervisory experience

Desired:

- Associates Degree
- Call Center Experience
- Healthcare Experience
- The desire to meet or exceed goals and train others to do the same