

Call Center Supervisor

Position Title: Call Center Supervisor
Position Type: Full Time
Location: Arcadia, CA
Reports To: Grievance, Appeals & Customer Service Manager

About Clever Care Health Plan

Clever Care Health Plan is a newly founded Medicare Advantage health plan, will serve Medicare beneficiaries in Southern California. Our employees are passionate in providing the best services to our members and healthcare providers partners. Two office locations are at Arcadia, Los Angeles county and Westminster, Orange county. To learn more, please visit **CleverCareHealthPlan.com**.

Under the general direction of the supervision of the Grievance & Appeals Manager, the Call Center Supervisor is responsible for developing and leading a team of Member Services Representatives in providing accurate and thorough interpretation of Clever Care benefits, claims processes, eligibility, and enrollment policies to members, providers, and internal customers. In addition, the Call Center Supervisor is responsible for the resolution of complex customer inquiries, the facilitation of problem resolution, and meeting or exceeding customers' expectations. The Call Center Supervisor presents a consistent and professional demeanor to the team, all callers and internal customers and is expected to identify opportunities to improve customer service and efficiency. The Call Center Supervisor is expected to take responsibility for every interaction with a customer by providing outstanding service to build customer loyalty, improve customer retention, and satisfy corporate customer service goals and objectives. The Call Center Supervisor will be responsible for coaching, managing, and mentoring the tele sale team to achieve sales and retention goals to increase member retention.

Functions & Job Responsibilities

- Receives and responds to a high volume of incoming telephone calls from members, prospective members, employers, and internal Clever Care staff.
- Efficiently and effectively processes member calls. This includes:
- Accesses the most appropriate source of information and proficiently resolves the member's concern.
- Accurately documents the complete encounter and maintains a professional and supportive attitude throughout the call.
- Asks probing questions and takes the opportunity to educate members to avoid unnecessary repeat calls.
- Investigates member complaints and performs front-line analysis and intervention when appropriate.
- Makes necessary outgoing phone calls to resolve member related inquiries.
- Meets or exceeds department established key performance indicators.

- Measures performance with key metrics such as call abandonment, average hold time, etc.
- Establishes schedule and ensures that staff adheres to assigned schedules to ensure appropriate phone queue coverage.
- Monitors agents to ensure resolution of complex member issues via telephone and written correspondence regarding benefit options, Medicare coverage, cancellations, enrollment, and member satisfaction.
- *Assesses individual sales agents and team performance on a regular basis and provides candid, professional, and timely feedback regarding developmental and training needs.
- Answering questions from staff and providing guidance and feedback.
- Keep management informed on issues and problems.
- Manages and monitors daily workflow and reporting to ensure business objectives are maintained and accurately reported.
- Demonstrates strong written (e.g., documents calls accurately and comprehensively) and verbal skills.
- Employs active listening skills, demonstrates patience and empathy, and can handle difficult customers tactfully, courteously, and professionally.
- Strives for improved efficiency for processing member issues.
- Anticipates escalation and take over calls when needed.
- Interacts and forms contacts with other Clever Care departments to resolve issues.
- Participates in initiatives and/or responds to requests for help to contribute to team and department success.
- Assists in mentoring new staff as directed.
- Assist with department projects as needed.

Qualifications

- **Education:**
High School Diploma or equivalent required. Bachelor's degree preferred or equivalent work experience preferred.
- **Experience:**
 - * 2-4 years of relevant experience in supervising health plan customer service, tele sales, or member retention activities.
 - * Preferred customer service experience in health care, call center, retail, hospitality, or corporate office. Knowledge of medical terminology and Medicare advantage plan operations is preferred.
- **Skills:**
 - Must have strong computer and telephone multitasking skills
 - Must have the ability to navigate through multiple system
 - Accuracy in data input and documentation
 - Proficiency with MS Windows
 - Proficient keyboard skills
- **Interpersonal Skills:**
 - Excellent verbal and written communication skills are required
 - Strong organizational skills
 - Must have a strong passion for assisting seniors and people in general

- Ability to research and respond to a high volume of telephone inquiries in a consistent and professional manner
- Ability to work under pressure and with attention to changing priorities
- Must be able to work cooperatively as part of a team
- Fast paced office environment handling multiple demands exercising appropriate judgment, as necessary.
- Requires a high level of initiative and independence and communication skills sufficient to communicate verbally via telephone.
- Must adapt positively to changes related to work processes, department structure, environment, and technology.
- Involves simultaneous use of a telephone headset, and PC/keyboard for long periods of time to document and communicate efficiently.
- Requires long periods of sitting and occasional overtime may be requested.

What's in it for you?

1. A competitive compensation and benefits program.
2. Generous paid-time-off (PTO).
3. Ten paid holidays per year.
4. Excellent 401k saving plan, employer provides up to 4% match and employer contribution match is 100% immediately vested.
5. A work-life balance and much more!

Please email your resume directly to hr@ccmapd.com

Clever Care Health Plan Inc. is an equal opportunity employer and it is our policy to abide by all federal, state, and local laws prohibiting employment discrimination. All qualified applicants will receive consideration for employment.