



JOB TITLE:	Operations Supervisor	DATE:	01.21.10
DEPARTMENT:	Quality Assurance	REPORTS TO:	QA Manager
DIVISION:	Remote – DeKalb, IL	GRADE:	10
HOURS:	10:30am-7:00pm	FLSA:	Exempt

JOB SUMMARY:

Provide appropriate leadership and supervision to the staff to ensure expectations of the health plans are met by monitoring authorization calls and phone statistics, facilitating resolution and resolving internal and external complaints and issues. The Supervisor is responsible for coordinating and implementing appropriate strategies for motivating team members and informing the management of these efforts.

JOB RESPONSIBILITIES:

- Monitor authorization calls and phone statistics for compliance with health plan and state guidelines and document results. Assess, recommend, and implement necessary policies and procedures to maintain compliance.
- Responsible for direct supervision and leadership of customer service staff. Coach, develop, performance manage and assist all staff members.
- Quality Monitor Customer Service staff, rate each employee monitored, and educate staff in areas where improvement is needed.
- Accountable for understanding individual contract and state requirements as they relate to outbound calls for new and existing Clients.
- Ensure all audit processes and any changes are clearly documented.
- Assist UM Audit Coordinator in compiling documentation and developing responses for UM audits as it relates to outbound calls.
- Identify any process changes or software enhancement needs based on audit findings.
- Ensure changes needed due to audit deficiencies are implemented into production.
- Responsible for coordinating and implementing appropriate strategies for motivating team members.
- Preparation of performance and wage evaluations in accordance to company policy as necessary.
- Facilitate resolutions and resolve internal and external complaints and issues. Update management on complaints and issues.
- Responsible for attendance and company approved time off for team members.
- Determination and implementation of Performance Improvement Plans.
- Take the lead in the hiring process, including interviewing candidates.
- Provide clear written correspondence as needed. Respond to emails and voicemails as appropriate.
- Responsible for the on-going evaluation of policies and procedures, and in the development and implementation of new efficiencies based on assessments.
- Support back-up phone assistance to other internal customer service teams as needed.
- Attend Market, Client, Operational and other meetings as needed. Represent the team and or department.
- Contribute to team effort by completing related projects as needed.
- Other duties as assigned.

JOB REQUIREMENTS:

- 1 – 3 years of related customer service or call center experience.

- 1 + years of previous leadership or supervisory experience.
- College degree preferred.
- The following skills and abilities required:
 - Previous experience with computer software including Excel and MS Word (Power Point and Access a plus).
 - Previous experience and proven abilities to effectively and proactively change process and make efficiencies.
 - Professional and efficient verbal and written communication skills.
 - Cooperative, professional and effective interaction skills with co-workers, company staff and visitors.
 - Excellent interpersonal skills.
 - Ability to prioritize and organize multiple tasks.
 - Ability to remain organized with multiple interruptions.
 - Good PC Skills.
 - Excellent analytical ability.

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

- Ability to communicate in an active office environment.
- Ability to efficiently operate all job-related office equipment.
- Ability to communicate via telephone.
- Ability to sit for 80% or more of an 8-hour workday.
- Ability to read and view computer screen.
- The Member Services area is located in a wheelchair accessible building.
- The office environment is active with high voice levels and interruptions that may challenge hearing and concentration.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform this position.

*** In accordance with DentaQuest's Compliance Plan, employee must conduct DQV business in accordance with applicable laws, regulations, professional standards and ethical standards and report potential compliance or ethical issues to manager or DQV's Compliance Officer. ***

DentaQuest's Affirmative Action Program affirms our commitment to make reasonable accommodation to the known physical or mental limitation of otherwise-qualified individuals with disabilities or special disabled veterans, unless the accommodation would impose an undue hardship on the operation of our business. Please see Human Resources for additional information regarding this Program.