



Position Title: Call Center Operations Manager (Hub Location)	Job Code:
Department: Non Clinical Patient Support Services	Campaign: Multiple
FT <input checked="" type="checkbox"/> PT <input type="checkbox"/>	Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/>

V.5.21

Job Overview

RelateCare U.S. Operations headquarters is in Cleveland, Ohio with hubs in other states. The Operations Manager roles lead operational teams based out of a hub center in the US. The Cleveland headquarters is a mix of onsite and remote workers. The hubs are primarily remote workers. Remote employees are required to attend training, meetings, team building as necessary on site. While the position can work remotely, attendance at the hub center will be a frequent and regular requirement.

The Call Center Operations Manager must build strong relationships with our customer-base, internal stakeholders and the onsite team. The Manager has overall responsibility for the service delivered by the team, ensuring achievement of agreed Key Performance Indicators. The patient is at the forefront of everything we do, and the Manager is expected to lead by example in line with the company values.

Company Overview

RelateCare is a healthcare contact center providing on-site consultancy, outsourcing solutions, and shared services to leading hospitals and health care organizations. We are a multidisciplinary team of patient service representatives, schedulers, nurses, and contact management specialists offering support to our clients' patient services. RelateCare is fast becoming a global leader in the delivery of patient access and patient engagement solutions in the US and Europe. RelateCare is based in Waterford, Ireland and Cleveland, Ohio with remote working hubs. We proudly specialize in connecting patients, providers, and caregivers ensuring that patients can access the right care at the right time and in the right place.

Reports To

Reports to the US Contact Centers Manager. This position has overall supervisory responsibility for the Operations Teams in Cleveland and at the relevant RelateCare hubs including onsite and remote workers.

Responsibilities and Duties

1. Responsible for the provision of the highest quality service delivery in all assigned engagements with customers and clients
2. Represents the team at internal operational and client meetings, providing information and updates applicable to the area of responsibility

3. Manage Team Leaders to ensure adherence to the team targets, people systems and delivery of business objectives
4. Foster employee engagement through a motivational management style supported by organizational engagement programs to optimize employee retention rates
5. Responsible for the operational teams' contributions to company growth and profitability by monitoring and positively impacting Gross Margin, in line organizational objectives targets
6. Ensure team adherence to Management & HR policies as defined by the organization
7. Responsible for resolving any emerging problems quickly and efficiently while ensuring that key performance indicators required by the business are met
8. Handle complaints swiftly and effectively and by proactively providing solutions and options.
9. Monitor real time performance to ensure that agreed service levels are met
10. Liaise closely with the Shared Services and IT teams. Collaborate with Work Force Management Team to optimise work schedules and achieve agreed service levels. Ensure delivery of quality standards by the operational teams through engagement with the Quality Assurance department. Identify and drive opportunities to improve process and procedures in conjunction with the Continuous Improvement team. Provide oversight to ensure that IT is notified of incoming and leaving employees per company protocols
11. Provide cover for colleagues during times of leave/absence
12. Promote and maintain process adherence and knowledge sharing within the team to ensure that the quality and consistency of the delivery is in line with company and client expectations
13. Ensure full compliance with organizational policies and procedures, championing confidentiality of protected health information at all times in accordance with applicable security and privacy regulations
14. Follow established effective communication lines and engage expectation management techniques in all dealings with Client Partner programs
15. Identify and resolve issues and conflicts within and between various internal departments
16. Work alongside Contact Center Manager, Operations Director and Finance to ensure customer billing/invoices for services are issued accurately and on time
17. Other duties as assigned

Required Education and Experience

- Bachelor's degree in business or related field.
- At least three years of strong operational management experience in a contact center setting.

Preferred Education and Experience

- Operational management experience in a BPO contact center setting with healthcare experience desired, but not essential.
- Data analytics background desirable

Additional desirable skills

- A proven track record of influencing others by promoting a broad vision and collaborating to achieve organizational objectives
- An ability to motivate and develop team members to achieve excellence in both client and patient management skills
- Excellent people skills and possesses strong verbal and written communication skills with all levels in the organization
- Possess personal qualities of integrity, credibility, and commitment to corporate mission.

- Flexible and able to multitask; can work within an agile, fast-moving, innovative environment, ability to prioritize

Competencies

- People Leadership
- Management of remote workers
- Operational Excellence
- Results Focused
- Client Centric
- Analytical
- Decision Making
- Collaboration
- Proactive

Physical Requirements

- Ability to sit for long periods of time within a confined space
- Requires full range of motion, manual and finger dexterity of eye hand coordination
- Requires corrected vision and hearing to a normal range
- Sedentary work involves sitting most of the time but may involve walking or standing for brief periods of time

Position Type/Expected Hours of Work

While the position can work remotely, attendance at the hub center will be a frequent and regular requirement, so proximity to the location is advised. This is an exempt role based on 40 hours per week including weekend work as required

Travel

Occasional travel will be required within the US, to Ireland and other international locations as necessary

Technical Requirements for Remote Working

- Have an appropriate home office space (remote working)
- Internet access provided by a cable or fiber provider
- DSL, satellite, and cellular/mobile hotspot are NOT permitted
- A minimum download speed of 20 Mbps or above and an upload speed of 2 Mbps or more

Benefits

- Medical Insurance
- Vision Insurance
- Dental Insurance
- 401K program

RelateCare is an Equal Opportunity Employer. Discrimination and harassment of any kind is not tolerated in our organization. All our employment decisions are based on business needs, job requirements, and individual qualifications, without regard to race, religion, color, national origin, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, genetic information, or any other

applicable legally protected characteristics. If you have a disability or special need that requires accommodation, please email us at hr-us@relatecare.com with more information and indicate "Applicant Accommodation" on the subject line.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Nothing contained in this job description is intended to create (nor shall be construed as creating) a contract of employment (expressed or implied) or guarantee of employment for a definite or indefinite term.