



Position Title: Call Center Team Leader	Job Code:
Department: Non-clinical Call Center	Campaign:
FT <input checked="" type="checkbox"/> PT <input type="checkbox"/>	Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>

Job Overview: RelateCare is seeking a Call Center Team Lead for our Cleveland, OH contact center. The Call Center Team Lead is responsible for ensuring that productivity and performance standards are met by the assigned team of Patient Services Representatives. This is a full-time position. Our Call Center operates 7 days per week between the hours of 8:00am to 8:00pm. This position requires flexibility in scheduling work hours and may require availability to work weekends.

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 options for certain roles. We proudly specialize in connecting patients, providers, and caregivers while ensuring that patients can access the right care at the right time and in the right place.*

Reports To: Call Center Supervisor

Responsibilities and Duties:

- Oversees the day-to-day operation and workflow of the team in accordance with campaign requirements and Key Performance Indicators (KPI).
- Provides supervision, coaching, and development to Patient Services Representatives (PSRs) and builds on their strengths to drive optimum performance.
- Trains or instructs PSRs in job duties, use of equipment, and company policies.
- Utilizes positive leadership techniques to focus, motivate, and inspire the team.
- Acts as a point of contact in supporting PSRs with complex and escalated inquiries.
- Carries out call evaluations to ensure consistency and adherence to all service requirements and best practice in customer engagement.
- Observes and maintains confidentiality of protected health information at all times
- Prepares and provides detailed reports of the service performance for management and clearly documents the impact of services.
- Coordinates the repair of any computer and phone system issues with IT Helpdesk and PSRs.
- Conducts one-on-one meetings with team members to assess performance against objectives and to drive team and individual performance.

- Collaborates with Training Manager to provide insight on training needs and assist in the development of education programs in support of employees' continuous improvement.
- Serves as patient services representative, supporting department members during high call volumes, and taking over escalated calls to ensure patient satisfaction.
- Pursues development opportunities provided to gain knowledge
- Participates in/leads staff meetings, team huddles and other meetings as assigned
- Adheres to organizational and departmental policies, procedures, and established best practices
- Demonstrates a commitment to patient centered care
- Performs other duties as assigned.

Education/Experience/Certification/Licensure:

- High School Diploma or equivalent
- Minimum of 3 years of experience as customer service representative in a call center environment
- 1 to 3 years of previous supervision or leadership experience is strongly preferred
- Experience with Epic Medical Software strongly preferred
- Certified Healthcare Access Associate (CHAA) strongly preferred

Requirements:

- Strong customer focus with commitment to the delivery of the highest standards in customer care and professionalism.
- Excellent interpersonal and communication skills to influence team and collaborate with others at all levels within the organization.
- Ability to prioritize and plan work to efficiently achieve goals and deliver consistent and reliable results.
- Thrives in a fast-paced environment, adapt easily to change, and productively address multiple priorities while ensuring patient satisfaction.
- Maintains a professional, proactive, positive, and flexible disposition while at work.
- Exercises independent judgment to make decisions.

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

Technical Requirements (if applicable):

- High Speed Internet (minimum system requirement of 20 Mbps download/2 Mbps upload speeds)
- Able to connect directly to router
- Private workspace

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.

Employee Acknowledgement:

I hereby acknowledge that I have read and received a copy of this job description. I understand the requirements, essential functions, and duties of the position. I can perform the essential functions as outlined with or without reasonable accommodation. I further understand that my employment shall be "at will" at all times, meaning that either RelateCare or I may terminate my employment with or without notice or cause at any time.

Signature: _____

Print Name: _____

Date: _____