

## Call Center Supervisor

Venice Family Clinic is a nonprofit community health center celebrating 50 years of delivering quality primary care to people in need. We provide vital and comprehensive health care services to nearly 28,000 people each year, regardless of their income, insurance or immigration status. Our history is rooted in Venice, but our footprint, impact, and ambitions are more expansive than ever. Visit [venicefamilyclinic.org](http://venicefamilyclinic.org) to learn more about us.

In this role, you will provide comprehensive supervision of the staff and daily operations of the clinic’s Patient Appointment Centralized Call Center. You will ensure that the work performance of both personnel and operations is accurate and in compliance with the established current guidelines and will be responsible for providing prompt and courteous telephone assistance to caller, answer screen and triage a high volume of incoming calls and will verify and update all demographic and insurance information in the NextGen system. You will check appointment availability across all sites and schedule patients accordingly and assist with appointment cancellations, maintain and update weekly reports and provide guidance and training as necessary to call center agents. You will participate in supervisory meetings and provide updates in real time to call center staff and will work closely with other managers to provide and foster good teamwork and develop good working relationships to collaborate in providing good customer service

## Qualifications

- Demonstrated skill effectively directing people and delegating work
- Demonstrated ability to initiate steps, take actions, and follow-up with internal staff members
- Demonstrated ability to supervise and provide a work environment conducive to motivation of subordinates and service provision to patients
- Ability to clearly communicate expectations to employees
- Must show the ability to identify, analyze, and resolve telephone appointment call center problems
- Ability to understand and navigate the scheduling and telephone systems
- Demonstrated working knowledge of PC operation patient information and registration systems

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- Ability to effectively organize, monitor and demonstrate leadership to call center staff
- Skill in working as part of a team to obtain an objective
- Skill in interacting effectively with persons of various, social, cultural, economic, and educational backgrounds
- Ability to fulfill job requirements with minimal supervision and able to take needed action without direct instructions
- Demonstrated ability to speak Spanish fluently
- Ability to resolve conflicts, using tact, diplomacy in interpersonal interactions, while initiating collaboration across departmental lines

MAILING ADDRESS

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[venicefamilyclinic.org](http://venicefamilyclinic.org)

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