

APLAHealth



APLA Health's mission is to achieve health care equity and promote well-being for the LGBT and other underserved communities and people living with and affected by HIV. We are a nonprofit, federally qualified health center serving more than 14,000 people annually. We provide 20 different services from 15 locations throughout Los Angeles County, including: medical, dental, and behavioral health care; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, we offer housing support; benefits counseling; home health care; and the Vance North Necessities of Life Program food pantries; among several other critically needed services. Additionally, we are leaders in advocating for policy and legislation that positively impacts the LGBT and HIV communities, provide capacity-building assistance to health departments across the country, and conduct community-based research on issues affecting the communities we serve. For more information, please visit us at aplahealth.org.

We offer great benefits, competitive pay, and great working environment!

We offer:

- *Medical Insurance*
- *Dental Insurance (no cost for employee)*
- *Vision Insurance (no cost for employee)*
- *Long Term Disability*
- *Group Term Life and AD&D Insurance*
- *Employee Assistance Program*
- *Flexible Spending Accounts*
- *11 Paid Holidays*
- *4 Personal Days*
- *10 Vacation Days*
- *12 Sick Days*
- *Metro reimbursement or free parking*
- *Employer Matched (6%) 403b Retirement Plan*

This is a great opportunity to make a difference!

This position will pay \$28.03 - \$35.55 hourly. Salary is commensurate with experience.

POSITION SUMMARY:

Under the direction of the Chief Clinical Operations Officer, the Contact Center Manager is responsible for the daily operations of the contact center and supervision of the contact center specialists. Their duties include hiring and training Contact Center Specialists, establishing goals for contact center staff to follow and resolving any customer issues or other contact center problems that occur.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Hire, onboard, and train contact center personnel.
- Plan, organize, implement, and monitor contact center operations, including but not limited to, the following areas:
 - Customer service
 - Appointment Scheduling
 - Communication with patients/clients, external agencies (e.g. MedPOINT, HCLA IPA, Regal IPA, etc.), and/or other APLA Health staff.
- Coach contact center staff through challenging customer service issues.
- Manage staff by assigning and delegating tasks as needed.
- Monitor, coach, and appropriately discipline under-performing staff
- Oversee staffing including attendance, tardiness and time off requests and review accuracy and ensure that all direct reports are recording time worked accurately in the PayCom system.
- Provide phone coverage due to staff shortages as a result of call outs, vacations, etc.
- Analyze contact center data and prepare reports for clinic/upper management.
- Evaluate staff effectiveness and perform regular check-ins and performance evaluations with direct reports annually and on an as-needed basis.
- Lead team meetings and give presentations to clinic management as requested.
- Analyze, establish, implement, and monitor operational goals using statistical data to determine workload, productivity, and effectiveness of the contact center team.
- Develop monthly, quarterly, and annual contact center goals and action plans.
- Prepare work schedule to ensure efficient coverage.
- Exhibit cultural competency with the LGBTQ+ population, underrepresented and underserved communities, and populations living with/at high risk of contracting HIV.
- Create personnel and supply budgets for approval.
- Work with the referral coordinator and/or referring agencies to coordinate patient appointments.
- Work with the front office administrators to coordinate ED/ER follow up patient appointments.
- Coordinate auxiliary services to assist patients with barriers to access to healthcare (e.g. interpreter services, transportation).
- Submit and follow-up on maintenance requests with the Facilities department to maintain working condition of equipment, cleanliness, and orderliness of the Contact Center.
- Ensure privacy protocols and regulations (e.g. HIPAA) are followed in order to keep data safe and secure.
- Assist with emergency management and preparedness plans and tasks.
- Assist patients with understanding the limitations of certain services and assist them in finding a solution to their concerns.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

ON OCCASION, BASED ON BUSINESS NECESSITY, STAFF MAY BE REQUIRED TO WORK A NON-STANDARD SCHEDULE.

REQUIREMENTS:

Training and Experience:

- A bachelors' degree in communications, business management or a related field strongly preferred.
- At least four (4) years' experience working in customer service and/or personnel management.
- At least four (4) years' experience in a management or supervisory role in a Call/Contact Center.
- Capable of providing direction and leadership, with a focus on performance and behavior expectations, to the contact center team.
- Ability to stay calm in stressful situations.
- Experience working in a Federally Qualified Health Center preferred
- Bilingual English/Spanish preferred

Knowledge of:

- Basic computer software (Microsoft Office Suite), and phone systems, i.e., RingCentral
- Contact Center operations management
- HIPAA and OSHA guidelines
- Quality management and performance improvement
- eClinicalWorks or similar electronic health record system
- Ring Central or similar phone system
- Managed care eligibility and authorization process
- Healthcare billing processes and insurance plans (Medicaid, Medicare, and private/commercial plans; including dental and/or mental health preferred)

Ability to:

- Participate as an effective member of a large service-providing agency
- Demonstrate non-judgmental and compassionate care towards the LGBTQ+ population, underprivileged and underserved communities, and populations living with/at high risk of contracting HIV
- Possess active listening skills
- Communicate effectively with patients, staff, peers, and superiors
- Maintain strictest confidentiality of patients
- Operate standard office equipment
- Demonstrate excellent written and verbal communication skills
- Perform word processing and data entry tasks
- Meet assigned deadlines
- Complete assigned tasks with minimal supervision

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting and moving of office materials weighing 25 pounds or less. The position requires daily use of a personal computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper.

SPECIAL REQUIREMENTS:

Must possess a valid California driver's license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes.
COVID vaccination and booster, or medical/religious exemption.

| Equal Opportunity Employer: minority/female/disability/transgender/veteran.

To Apply:

Visit our website at www.aplahealth.org to apply or click the link below:
<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=182542&clientkey=A5559163F67395E0A2585D2135F98806>