



**Position:** Customer Service & Enrollment Manager

**Department:** Operations

**Reports to:** Chief Operations Officer

### **About PSHP**

Few industries are growing as quickly with such a strong career outlook as health care. Puget Sound Health Partners is poised to become the local industry leader in supporting health care delivery within the 65+ market arena, and we're looking for qualified individuals to join our winning team. Our goal is to promote our members' health through local provider innovation, work as responsible stewards of health care resources and be an active partner in improving the health of our communities. We believe that experience, teamwork and accountability will help us succeed. We offer a competitive salary, comprehensive benefit package, and rewarding growth potential. PSHP is an equal opportunity employer.

### **Summary of Duties**

Manages Customer Service and Enrollment ensuring excellent customer service and efficient and accurate processes. Continuously standardizes, monitors, measures and seeks to improve service to the customer working cross-functionally. Works collaboratively as a member of the management team.

The Customer Service and Enrollment team staffs a customer service call center, handling inquiries such as benefits, eligibility, and sometimes more complex issues, such as assisting members with understanding their Part D benefit usage, and how to obtain premium and/or cost sharing assistance. The Customer Service and Enrollment team also conducts all enrollment and disenrollment processing and reconciliation. Coaches, trains and develops staff.

### **Key Responsibilities**

- Provides training, coaching and oversight to the Customer Service and Enrollment team to ensure the highest levels of service and customer satisfaction.
- Forecasts and monitors call volumes and calibrates schedule for maximum productivity and service. Creates rings of defense and trigger mechanisms for changes in call volume.
- Works with the team to develop and implement standard work processes to achieve the company's expectation for excellence in customer service.

- Provides coaching and tools to assist staff in first-call resolution.
- Encourages team members to look for opportunities for process simplification and improvements.
- Leads the selection of process owners and development of the team.
- Designs and reports individual and departmental performance metrics for continuous improvement.
- Helps the team develop goals, action plans, and time tables.
- Spends time anticipating potential problems and develops plans to prevent crisis from occurring.
- Makes effective independent decisions resolving day-to-day issues that do not require team discussion, input or agreement.
- Involves fellow team members in collaborative decisions.
- Assists fellow team members to identify and solve problems.
- Helps fellow team members develop proficient knowledge and use of all problem solving tools.
- Updates policies and procedures to incorporate new company initiatives and CMS requirements.
- Maintains reporting measures which allow performance of Customer Service and Enrollment Representatives to be monitored and improved. These reports/measures include CMS required data for abandonment rate and speed of answer, but also measures to help assess staff performance and staffing needs.
- Monitors Representatives telephone calls for quality and training. Provides feedback on how to improve service, as appropriate.
- Serves as point of escalation for member issues that Representatives are unable to resolve.
- Researches complex issues and works with support resources to resolve member and provider issues.
- Conducts audits of documentation to ensure quality. Where deficiencies are noted, provides coaching and additional training to the Customer Service and Enrollment staff.
- Participates in cross-functional process improvement teams and interacts with other managers and senior management.
- Recruits, interviews and trains new staff.

### **Required Knowledge, Skills, and Abilities**

- A process thinker seeking productivity and exceptional service.
- Customer and quality centric.
- Well developed business acumen.
- Strong leadership skills and the ability to take initiative.
- Ability to meet deadlines.
- Ability to multi-task and handle numerous assignments simultaneously.

- High level of attention to detail.
- Lean and/or six sigma experience.
- Extensive knowledge of Medicare Advantage and CMS rules and regulations.
- Demonstrated ability to motivate and manage teams to achieve results and simultaneously manage several projects.
- Strong change management and influence skills; ability to negotiate and communicate across all levels of the organization.
- Highly developed coaching and counseling skills.
- Effective training skills.
- Ability to plan, facilitate and lead effective meetings. .
- Ability to work well in a team environment.
- Good interpersonal and negotiation skills.
- Advanced computer skills.
- Strong time management skills.
- Excellent listening and feedback skills.
- Excellent conflict management skills including:
  - Professionally and adeptly resolve issues while under stress.
  - Diffuse conflict and member distress.
  - Demonstrate personal resilience.
  - Strong documentation skills.
- Excellent verbal, telephone, and written communication skills.
- Maintain a professional appearance and provide a positive company image to the public.
- A professional, positive and enthusiastic attitude.

### **Education and Training**

Bachelor's degree in business, communications, or related field.

### **Working Conditions**

Working conditions are normal for an office environment.

### **Location**

Federal Way, Washington