



MEMBER SERVICES SUPERVISOR

Position Status: Exempt
Reports To: Member Services Call Center Manager
Effective Date: 04/21/99
Revised Date: 05/13/24
Job Level: M1

POSITION SUMMARY

Under general direction, this position:

1. Supervises, mentors, and trains assigned staff, acts as a subject matter expert, and provides guidance on Member Services functions
2. Develops, implements, supports and participates in departmental and cross-departmental activities, projects, programs, workgroups and committees
3. Performs other duties as assigned

RESPONSIBILITIES

1. Supervises, mentors, and trains assigned staff, acts as a subject matter expert, and provides guidance on Member Services functions, with duties including but not limited to:
 - Supervising staff, setting goals and objectives, delegating and assigning work
 - Providing mentoring, coaching and development and growth opportunities to assigned staff
 - In conjunction with the Member Services Call Center Manager, interviewing and participating in the selection of staff
 - Evaluating employee performance, providing feedback to staff, and coaching staff on the day-to-day work and when performance issues arise
 - Identifying training gaps and opportunities for improved performance
 - Orienting new staff to the Member Services functions
 - Collaborating with the training team on regular in-service training for staff related to providing accurate information to members and the community
 - Acting as a point of escalation and providing guidance and support to staff, including assisting in non-routine or difficult situations and on issues related to working with the member
 - Collaborates with the Member Services Operations team on continuous quality improvement activities, including live call and recorded call monitoring and providing feedback to staff to ensure accuracy of information and quality of customer service provided by staff
2. Develops, implements, supports and participates in departmental and cross-departmental activities, projects, programs, workgroups and committees, with duties including but not limited to:
 - Reviewing grievances that relate to Call Center staff, evaluating and assessing grievances, and responding with action, as appropriate
 - Developing, implementing and participating in projects, programs, and workgroups within Member Services
 - Providing assistance to other departments on issues related to members
 - Drafting, recommending, and implementing administrative policies and procedures related to call center operations
 - Ensuring staff compliance with department policies and procedures

- Preparing narrative and statistical reports and making presentations
- Staying informed of current and new developments in the field and sharing updates with staff
- Collaborating with other department staff and community partners to maintain critical operational functions
- Attending and participating in internal and external meetings related to Member Services Department activities
- Participating in cross-departmental projects, workgroups and committees to support department and organizational goals and priorities, as assigned
- Providing support to the Member Services Call Center Manager

3. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Social Sciences, Health, Business, Psychology or a related field and a minimum of three years of experience in public assistance, human services, or health services programs including a minimum of one year of supervisory experience (a Master's degree may substitute for two years of the required experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Bilingual (English/Spanish)
- Working knowledge of the Medi-Cal program
- Working knowledge of the methods and techniques of research, analysis and reporting
- Working knowledge of the principles and practices of performance management
- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel and Outlook, and database software
- Working knowledge of the principles and practices of supervision and training
- Some knowledge of County Social Services programs and Social Security Administration programs
- Some knowledge of the principles and practices of program and project management
- Ability to train, mentor, supervise, and evaluate the work of staff
- Ability to promote an atmosphere of teamwork and cooperation and motivate staff to achieve goals and objectives
- Ability to plan, organize and prioritize the work of others, delegate effectively, coordinate activities and projects, follow up on work assignments, and adhere to timelines
- Ability to act as a technical resource and explain regulations, processes, and programs related to area of assignment
- Ability to learn and explain member benefits related to the Medicare Program.
- Ability to develop work plans and workflows and organize and prioritize activities
- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to identify issues, conduct research, gather and analyze information, reach logical and sound conclusions, and make recommendations for action
- Ability to prepare narrative and statistical written reports, oral reports, correspondence, and other program documents

- Ability to develop recordkeeping systems and maintain organized and accurate records
- Ability to interpret, apply and explain policies, regulations, terms and procedures
- Ability to assist with the development of policies and procedures
- Ability to provide leadership, facilitate meetings, and guide employees in the resolution of issues
- Ability to develop training materials in conjunction with Training and Development staff and conduct trainings
- Ability to foster effective working relationships, influence others, and build consensus with individuals at all levels in the organization
- Ability to work independently, apply sound judgment, and make decisions related to areas of functional responsibility
- Willingness to modify regular work schedule to accommodate after-hours assignments

DESIRABLE QUALIFICATIONS

- Bi-literate (English/Spanish)
- Some knowledge of managed health care
- Some knowledge of the demographics, geography and social and human services within the Alliance service area counties

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment
- Ability to travel to different locations in the course of work
- Possession and ongoing maintenance of a valid Driver's License, transportation, and automobile liability insurance in limits acceptable to the Alliance.

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.