



ORTHOPAEDIC ASSOCIATES

of Wisconsin

There is a Difference.

Medical Call Center Lead

Position Description

Full-time, Nonexempt

Reports to Business Office Manager

Direct reports include Schedulers

About Orthopaedic Associates of Wisconsin

Orthopaedic Associates of Wisconsin has a history of excellence. Founded more than 40 years ago, OAW has grown to become Wisconsin's premier, multi-physician orthopaedic practice. OAW physicians also share their knowledge, skills, and experience with the broader medical community through teaching and publishing at the local, regional, and national levels. OAW's medical and surgical services are complemented by PA's, nurses, and other health professionals.

Summary of Role

The Lead is an energetic team member who provides direction and support to the medical call center team. This role supports the Business Office Manager by training and mentoring team members, monitoring call center statistics, assisting with team member recruitment, and resolving problems. The Lead assists with team projects to improve service levels. S/he documents and updates processes, policies, and protocols to increase efficiency. This role also schedules patients.

Key Responsibilities

- ~75% Team Leadership:
 - Supports the inbound and outbound call team by monitoring calls, training and coaching team members to ensure they have the skills and training necessary to be successful. Resolves interpersonal issues within the team. Creates team schedules (monthly and weekly), takes attendance calls and adjust schedules. Provides high level support to the Business Office Manager including leading projects related to team productivity, staffing, skills, quality, etc. Contributes to the performance management and evaluation processes.
- ~25% Scheduling:
 - Schedules patients for medical procedures, assists team members and providers as needed, and fills in during staff absences. Answers calls in a prompt, courteous, and helpful manner. Obtains and verifies insurance information and demographic data, to pre-register the patient into the EMR (EPIC). Uses office scheduling policies and protocols. Follows workflow processes to handle assignments in EPIC work queues.
- Develops effective relationships with all team members to understand and foresee priorities and urgent issues that need attention.
- Uses discretion and confidentiality in all matters.
- Helps to build team coordination, collaboration, and consistency.
- Other duties as assigned; position subject to change at any time

Qualifications

Education:

- High school diploma or equivalent; Associates degree preferred

Experience:

- 2 years of related experience, preferably leading others in a medical or other type of call center setting
- Experience leading, training, mentoring, and selecting other team members
- Strong technology skills, including Microsoft Office and an EMR (ideally EPIC)



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Knowledge/Skills/Abilities:

- Able to work with minimal supervision, prioritize work, and work effectively under stress
- Ability to anticipate needs, thinking proactively and systematically, and analyze data
- Ability to assess others based on objective criteria
- Ability to handle sensitive and confidential information
- Ability to problem solve in a fast paced and/or ambiguous work environment
- Able and willing to step in whenever necessary to handle additional duties
- Able to stay positive and proactive in all situations, with high initiative
- Strong customer service skills (toward patients, providers, team members, management, etc.)
- Exceptional interpersonal skills to build and cultivate relationships
- Impeccable tact, judgment, and experience vetting/verifying information
- Leadership and the ability to get results through others
- Must be able to take action and make sound decisions on the spot, sometimes with incomplete information
- Strong attention to details and accuracy
- Strong communication skills (written, verbal, listening, presentation)
- Strong organizational and follow-up skills
- Time management skills, to meet multiple and changing deadlines

Physical Demands:

- Ability to work in a fast paced, rapidly changing environment
- Will need to stoop, bend, and at times lift up to 25 lbs., etc.
- Some local travel between sites; may need to flex hours and work early mornings or evenings as needed
- Standard office/clinic environments with low noise
- Use of standard office equipment while standing or sitting; may sit for long periods of time
- Will enter data and view computer screens for long periods

Equal Employment Opportunity

OAW provides equal employment opportunity to all applicants and employees. OAW disapproves of, and will not tolerate, unlawful discrimination against any applicant or employee because of race, color, national origin or ancestry, gender (including pregnancy, childbirth, or related medical conditions), gender identity, age, religion, disability, family care status, veteran status, marital status, sexual orientation, or any other basis protected by local, state, or federal laws.

Acknowledgement

This job description describes the general nature and level of work performed by the employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by their leader or the Board. All requirements are subject to change over time, and to possible modification to reasonably accommodate individuals with a disability. All employees are expected to be friendly, supportive, courteous, respectful, cooperative, and professional. Such behavior promotes teamwork and positive relations for all stakeholders. Employees must also adhere to OAW's conduct standards. By signing below, the employee agrees to the items listed above.

Employee's Signature:

Manager's Signature:

Human Resources Signature: