



Call Center Analyst Job Posting

Salary Range: \$65,000 to \$85,000

Summary/Overview:

The role of the call center analyst is to evaluate the routine functions of the call center and ensure the work performance of the department meet the expected standards of the organization.

Our Vision: The AHCT supports health reform efforts at the state and national level that provide CT residents with better health, and an enhanced and more coordinated health care experience at a reasonable, predictable cost.

Our Mission: To increase the number of insured residents, improve health care quality, lower costs and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

Essential roles and responsibilities:

- Monitor call center performance by analyzing performance statistics and data; identify trends, gaps, and areas for improvement
- Evaluate and make recommendations regarding production, productivity, quality, and customer-service standards.
- Complete audits and determine system improvements; assist with implementing the appropriate changes.
- Interact with Maximus to determine and retrieve all necessary data for analysis
- Prepare and maintain in-depth call center analysis/reporting and present recommendations to management.
- Clearly and effectively convey issues, reports, and other deliverables to management.

Competencies: to perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Synthesizes complex or diverse information; Collects and researches data.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality.

- Oral Communication - Listens and gets clarification; Responds well to questions.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Contributes to building a positive team spirit.
- Professionalism - Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.
- Attendance/Punctuality - Is consistently at work and on time.
- Dependability - Follows instructions, responds to management direction; Commits to additional work hours when necessary to reach goals.
- Initiative - Takes independent actions and calculated risks; Asks for and offers help when needed.

Qualifications:

- BA/BS in Mathematics or Computer Science or at least equivalent combination of education and experience, preferred. Masters a plus.
- Five years of experience within Call Center environments as it relates to reporting and analysis is required.
- Two years of experience with Call Center systems - IVR/VRU, CTI, Workforce Management, Call reporting, call scripting and routing is highly desirable.
- Strong ability to evaluate complex problems and analyze customer channels, call center data, drawing conclusions and recommending creative alternatives and solutions.
- Demonstrated strength in developing, documenting, maintaining, and explaining procedures/processes and/or solving problems.
- Solid business process experience
- Excellent interpersonal skills, with the ability to interface between external and internal clients.
- Strong written and oral communication skills
- Solid organizational abilities
- Solid MS Office expertise – Word, Excel, Outlook, Access

Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee may occasionally have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus.

Work Environment: the noise level in the work environment is usually low. Requires fast-paced deadlines and has a high stress at times. Presentations to the Board of Directors are required. Minimal travel.

Access Health CT is an EEO and Affirmative Action Employer

Please send your resume with a cover letter to: **HRinbox.CTHIX@ct.gov**