



access health CT
Job Description

Job Title: Call Center Vendor Manager
Reports: Director of Operations
Department: Operations

FLSA Status: Exempt

Summary/Overview

As the leading state-based health insurance exchange offering health insurance options required by the Affordable Care Act, Access Health CT (AHCT) strives to provide outstanding customer service. The Call Center Vendor Manager oversees the call center vendor and the vendor's requirement to provide the highest quality and efficiency of service. S/he monitors adherence to the vendor contract and coordinate resolution of system issues with the AHCT IT department. This role reports to the Director of Operations and has no direct supervisory responsibilities.

Essential Duties and Responsibilities

- Serve as lead contact to the AHCT Call Center vendor.
- Assess call center vendor operations.
- Liaison with call center vendor to coordinate operational strategies focusing on outstanding service for AHCT customers.
- Manage call center vendor contract, ensuring SLA compliance.
- Manage call center budget.
- Coordinate with the AHCT training department to provide timely and effective training to all vendor CSRs.
- Be available to vendor to provide counsel and coaching, as well to coordinate resolution of problems.
- Make AHCT management aware of system changes necessary to improve call center operations, efficiency and service to customers.
- Communicate CSR performance issues to vendor managers.
- Provide reports on various aspects of call-center performance to the Director of Operations, including:
 - Interpretation of metrics/data analytics
 - Performance and trends.
 - Track call volume, report discrepancies, and identify areas that need improvement.
 - Provide regular updates on HIX system issues and the resulting effect on call center traffic.
- Maintain professional and technical knowledge by tracking emerging practices in the field of call center operations.
- Represent Access Health CT by conducting external presentations.
- Work with AHCT Legal Affairs and Policy Department to be aware of changes to ACA regulations.
- Other duties as required.

Qualifications: the requirements listed below are representative of the knowledge, skill, and/or ability required.

- BA/BS in related field.
- 5 years of vendor relations and contract management experience required.
- Strong knowledge of call center activities.
- Strong customer focus.

- Experience managing people and department/s a plus.
- Excellent analytical and organizational skills
- Excellent written, oral, and interpersonal communication skills
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Demonstrated computer proficiency.
- Ability to multitask.

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: this is an in office role in which the noise level in the work environment is usually low to moderate. Requires fast-paced deadlines and has a high stress at times. Minimal travel.

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