

Manager Call Center

Description

About us: Parsley Health is a digital health company with a mission to transform the health of everyone, everywhere with the world's best possible medicine. Today, Parsley Health is the nation's largest health care company helping people suffering from chronic conditions find relief with root cause resolution medicine. Our work is inspired by our membersâ?? journeys and our actions are focused on impact and results. The opportunity: The Call Center Manager is responsible for the performance and behaviors of the member experience team and for managing inbound and outbound communication via the Parsley Health Call Center. This position supports the company and department goals by supporting members within required SLAs while providing a world-class member experience. The Call Center Manager will be responsible and accountable for driving process improvements, providing feedback, performance/productivity management, reporting, and training. What youâ??ll do: Proactively monitor daily/weekly operational statistics and report trends/variances to inform the business of potential trends, issues, and opportunities for multiple departments within the call center. This includes Sales, Service, and Care coordinators, Prior authorization, Waitlist management, and calls from labs and pharmacies, as well as third-party call center management and vendor management. Analyze call center data, prepare reports and give presentations to upper management. Hire, onboard, and train Call Center employees. Lead team meetings and coach teams through challenging customer service issues. Ensure the team adheres to company standards when handling member complaints. Handle escalations and overcome objections, focusing on member retention by answering member emails, SMS, and calls at least 10 hours weekly. Develop monthly, quarterly, and annual call center goals and action plans that can be executed on an agent level. Prepare and manage weekly team work schedules to ensure sufficient coverage based on forecasted contact volume and handle times. Manage live call answer rate, escalations, call abandonment rate, labor efficiency, average speed of answer, average time to resolve, and first contact resolution. Drive business results through mentoring, managing, and coaching team members to consistently achieve operational goals through reporting analysis, observations, and monitoring. Develop and execute initiatives that maximize member retention, satisfaction, and loyalty to achieve department and company goals. Build and roll out call center workflows, proactively analyze and interpret data, and compile and monitor operational statistics and reports. Work collaboratively with other departments and teams to ensure continuity of communication with employees and members regarding program components, pricing, and company policies. Share new ideas and out-of-the-box thinking to improve member experience related to company KPIs. Use motivational strategies to drive metrics by recognizing strong performance. Lead by example, displaying a willingness to assist with any task, encouraging a cooperative environment, and providing leadership to employees who express challenges and concerns. Monitor the quality of work during and after a callâ??the ability to effectively model a great call and coach employees. Manage Slack Channels to support Call Center staff with questions. Assist with all other duties as assigned. Measures of success: Develop and sustain SLAs Improve member retention and reduce churn as defined by business metrics. What youâ??ll need: 2+ years of experience managing a team. Remote management is a plus. 2+ years of experience in a call center environment Experience using CRM and telephony CaaS, preferably experience with Regal.ai, is a plus! Excellent sales and member support skills Advanced troubleshooting and problem-solving skills Highly motivated with a positive attitude that can influence/motivate remote teams Strong analytical skills Must be proficient in multiple computer-based programs and can navigate several programs at one

Hiring organization

Parsley Health

Job Location

New York City, New York, United States

Base Salary

\$ 50000 - \$ 97500

Date posted

June 15, 2024

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time, including but not limited to Google Suite, HelpScout, Acuity, Avality, MDHQ, Regal Voice, Slack, Looker, Calendly, and Stripe Possess the ability to use and access these systems while speaking with members. Ability to effectively communicate information and ideas in written and verbal format Must be able to manage and motivate others as well as work independently Excellent organizational and time management skills Strong relationship-building skills Ability to think strategically and operationally and make sound business decisions Ability to multitask and work in a fast-paced team environment Benefits and Compensation: Equity Stake 401(k) + Employer Matching program Remote-first with the option to work from one of our centers in NYC or LA Complimentary Parsley Health Complete Care membership Subsidized Medical, Dental, and Vision insurance plan options Generous 4+ weeks of paid time off Annual professional development stipend Annual wellness stipend Parsley Health is committed to providing an equitable, fair and transparent compensation program for all employees. The starting salary for this role is between \$85,000 – \$100,000, depending on skills and experience. We take a geo-neutral approach to compensation within the US, meaning that we pay based on job function and level, not location. Individual compensation decisions are based on a number of factors, including experience level, skillset, and balancing internal equity relative to peers at the company. We expect the majority of the candidates who are offered roles at our company to fall healthily throughout the range based on these factors. We recognize that the person we hire may be less experienced (or more senior) than this job description as posted. If that ends up being the case, the updated salary range will be communicated with candidates during the process. At Parsley Health we believe in celebrating everything that makes us human and are proud to be an equal opportunity workplace. We embrace diversity and are committed to building a team that represents a variety of backgrounds, perspectives, and skills. We believe that the more inclusive we are, the better we can serve our members. Important note: In light of recent increase in hiring scams, if you're selected to move onto the next phase of our hiring process, a member of our Talent Acquisition team will reach out to you directly from an @parsleyhealth.com email address to guide you through our interview process. Please note: We will never communicate with you via Microsoft Teams We will never ask for your bank account information at any point during the recruitment process, nor will we send you a check (electronic or physical) to purchase home office equipment We look forward to connecting! #LI-RemotePlease mention the word **UNBEATABLE** and tag RMjE2LjI0NS4yMjEuOTE= when applying to show you read the job post completely (#RMjE2LjI0NS4yMjEuOTE=). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via [RemoteOK.com](https://www.RemoteOK.com)