

Classification: Program Technician (PT) III

Position Title: Bilingual Quality Assurance Tier I Evaluator

Position Number: 801-316-9929-035

Division/Branch: 316 - Service Center Support

Location: Sacramento County

Job Description Summary

Under general direction of the Quality Assurance (QA) Supervising Program Technician III (SPT III), the Bilingual Program Technician III (PT III) reviews, evaluates, and monitors a broad representative sample of consumer transactions which may include: calls, chat interactions, enrollment applications, manual verifications, and the life cycle of consumer interactions, etc., for quality assurance and control purposes. In an area of great expectations for Covered California, quality customer service is of paramount importance. Bilingual PT III's are dedicated to reviewing, monitoring, and recording the customer service provided to consumers for accuracy of information and adherence to departmental, Federal, and State regulations, policies, and procedures. Duties may include access to information systems containing protected enrollee information, including federal tax information, protected health information, and personally identifying information.

Job Description

35% (E)

Utilizes Covered California's electronic quality monitoring system to review and assess a broad representative sample of both inbound and outbound consumer interactions. Utilizes bilingual fluency to facilitate communications with customers. Converses with, interprets for, and verbally translates written documents for persons who are Limited English Proficient (LEP) on a continuing basis. Evaluates sample consumer interactions against current criteria outlined in the Service Center Representative guidelines, internal processes, policies, and procedures and uniformly apply scoring criteria to ensure all representatives are evaluated consistently and fairly. Follows established consumer or external partner authentication policies and procedures for inbound and outbound telephone calls and complies with all Health Insurance Portability and Accountability Act (HIPAA) guidelines and regulations regarding the handling of privileged personal health information.

35% (E)

Escalates critical impact issues identified through the evaluation process to QA management. Quickly adjusts to new evaluation criteria as process or policy changes are incorporated into the guidelines, participates in calibration discussions, and collaborates with peers and the leadership team to achieve consistency and minimal variance across all evaluators. Maintains strict confidentiality regarding sensitive employee performance, protected health information, personally identifying information, and consumer issues observed through the call evaluating process. Responds to customer inquiries received through Covered California's toll-free telephone number through inbound and outbound calls.

15% (E)

Develops and continually maintains advanced-level business knowledge of Covered California policies, procedures, and new legislation to ensure accuracy of quality evaluations and maximize customer service. Stays current with broadcast messages, emails, and other written materials. Consistently completes all assignments and training within standards. Possess and maintains the technical and business expertise required to perform the job effectively. Provides support as needed to assist other units in making outbound calls to consumers to resolve application and enrollment issues.

10% (E)

Provides support for training objectives and may assist in mentoring and reverse shadowing with new hires. Serves as a quality assurance subject matter expert reporting trends and identifying gaps in training curriculum and task guides that deter from delivering a quality experience to consumers. Attends and actively participates in staff meetings, contributing information and ideas to maintain an environment conducive to learning and supports a cohesive team atmosphere. Backs up Service Center Representative staff as assigned or when call volumes are high. Travels locally for off-site training, meetings, and/or events.

5% (M)

Assists Service Center Representative staff in the Call Center by responding to customer inquiries received through Covered California's toll-free telephone number through inbound and outbound calls. Handles customer questions, complaints, and requests using business knowledge, professionalism, and efficiency to maximize one-call resolutions. Performs caller verifications and records details of inquiries and actions taken to resolve each request. Accurately determines the best course of action to meet the caller's needs.

Scope and Impact

- a. Consequences of Error:* Consequences of errors or omissions would result in the delay and accuracy of reporting, which also impacts data analysis for process and customer service improvement for the Service Center.
- b. Administrative Responsibility:* This position does not have administrative responsibility.
- c. Supervision Exercised:* This position does not exercise supervision, but may act as a lead.
- d. Internal Personal Contacts:* Quality Assurance Team, other Support Services Staff, and members of Covered California University training team.
- e. External Personal Contacts:* Consumers, other State Departments, Certified Enrollment Agents

Physical and Environmental Demands

Work in a climate-controlled, open office environment, under artificial lighting; exposure to computer screens and other basic office equipment; work in a high-pressure fast-paced environment, under time-critical deadlines; work strenuous and long hours; must be flexible to work days/nights, weekends and select holidays as needed; during peak enrollment periods, may be required to work overtime; appropriate dress for the office environment.

ESSENTIAL PHYSICAL CHARACTERISTICS The physical characteristics described here represent those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of the job, on a case-by-case basis. Ability to attend work as scheduled and be available to work outside the normal workday when required. Continuous: Upward and downward flexing of the neck. Frequent:

sitting for long periods of time (up to 90%); repetitive use of hands, forearms, and fingers to operate computers, mouse, and dual computer monitors, printers, and copiers (up to 90%); long periods of time at desk using a keyboard, manual dexterity and sustained periods of mental activity are needed; using headsets to talk with customers for extended periods (up to 90%); Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, and binders. Note: Some of the above requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Working Conditions and Requirements

- a. *Schedule:* Core business hours are Monday – Friday, 8:00 am to 5:00 pm.
- b. *Travel:* Travels locally for off-site training, meetings, and/or events up to 10% of the time.
- c. *Other:*