COVERED CALIFORNIA

Job Description

Classification: Supervisor II

Position Title: Service Center Operations Chief

Position Number: 801-314-4801-001

Division/Branch: Service Center Operations

Location: Fresno

Job Description Summary

Under the general direction of the Manager II, the Supervisor II is responsible for the management and operational activities of a specified Service Center consisting of Supervisor Is, subordinate Supervising Program Technician IIIs (SPT III) and 300-400 Program Technicians III, II, (PTs) who act as Service Center Agents responsible for responding to the initial customer service contact via the Automated Call Distribution System (ACDS) in response to health insurance plans and options. Service Center Managers and Service Center Agents are situated at various locations. Service Center Managers supervise a large group of technical staff in a well-defined and established Covered California function, through subordinate supervisors. In addition, Supervisor II has responsibility for a complex operation that is central to Covered California's primary mission. 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)
Plans, organizes, and directs the overall management and activities of a team of professional and technical staff responsible for providing assistance and education to Covered California customers and the general public regarding the products and services offered by Covered California. Establishes work assignments, work schedules, makes recommendations, implements policies and procedures, and provides training and direction for unit Call Center staff regarding the interpretation of rules, laws, and regulations. Incorporates new program assignments into office operations by developing procedures or methods, assigning individual work responsibilities to supervised employees, establishing goals and objectives, and reorganizing job responsibilities as needed.

30% (E)
Provides supervision and support to subordinate Supervising Program Technicians III. Provides guidance consistent with Covered California policies and ensures uniform interpretation and implementation of laws, rules, regulations, policies, and procedures. Provides guidance to subordinate supervisors regarding personal and management issues. Monitors, evaluates, and completes employee performance appraisals on a timely basis. Develops and informs employees of job expectations for work evaluation. Evaluates work performed and identifies training needs and/or training opportunities for improved job performance. Provides timely feedback and recognition to Call Center staff. Promptly identifies and addresses/resolves employee performance issues. Responsible for the selection and hiring of unit personnel.

15% (E)
Develops a performance-oriented culture that results in an exceptional customer experience as measured through internal performance metrics and external customer satisfaction. Creates a results-driven, customer-focused, and solutions-oriented environment that holds team members accountable for delivering individual and organizational results. Ensures that Call Center operations consistently meet or exceed Service Center performance metrics. Actively analyzes Service Center performance results and creates improved processes and initiatives that drive efficiency and customer satisfaction.

10% (E)
Maintains communication with other Call Center Managers, Site Managers, Supervisors and other Covered California program managers to ensure that the Service Center operational priorities are aligned with the broader organizational mission. Acts as a liaison to other areas to build an organization capable of delivering superior customer experience. Directly supports the utilization and communication of a business plan that maximizes program effectiveness and return on investment measurement.

10% (M)
Leads or participates in special project teams assigned to the Call Center. Attends scheduled management meetings and provides managerial assistance to the Site Manager. Assists in the development of the unit's budget and manages all necessary personnel, office space, equipment, and supplies needed to carry out the work of the Call Center. Perform other duties as required and necessary to accomplish the work of the position. Travel may be required to attend meetings and/or trainings.

Scope and Impact

a. Consequences of Error: This position is considered a high-level senior management position within the Service Center. As such, the incumbent has a high level of independent responsibility for decisions made and the consequence of errors concerning these decisions affecting the Service Center. Must have a full understanding of the goals and mission of the Service Center and be able to make decisions that are consistent with these goals.
b. Administrative Responsibility: The incumbent's administrative responsibilities include program management, including budgets, personnel, expenditures, monitoring, and serving as back-up for the Service Center Manager II, Operations Branch Chief.
c. Supervision Exercised: Supervisors I (direct), Supervising Program Technicians III (indirectly), Program Technicians III (indirectly), and Program Technicians II (indirectly).
d. Internal Personal Contacts: All staff within the Service Center(s), other supervisors, managers, and staff within Covered California.
e. External Personal Contacts: Consumers, health care providers, consumer protection organization representatives, legislative staff, DMHC, DHCS, County Medi-Cal offices and vendors.

Physical and Environmental Demands

WORK ENVIRONMENT
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 accommodation may be provided 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 on a regular basis 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 need; 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.

Working Conditions and Requirements
a. Schedule: Monday through Friday, 40 hours per week, however, may be required to work outside of regular schedule if needed.
b. Travel: Travel may be required up to 10%.
c. Other: Will be required to travel to various locations where the Call Centers are located and to other locations as directed.