



TO APPLY: Email us at info@qmetrics.us

Position Summary

This Quality Control Coordinator (QCC) assists in all quality control activities related to survey administration. The QCC is responsible for data receipt, data management, and quality control for the QMetrics Contact Center. Under the direct supervision of the Surveys Program Administrator, the QCC assists with the performing quality control review of incoming faxes, quality assurance review of live and recorded calls, and documentation of quality control findings.

The QCC will also serve as a Contact Center Call Agent / Representative during periods of reduced workload due to the seasonality of survey campaign schedules. The QCC will assist the Surveys Program Administrator with training as a lead Contact Center Call Agent / Representative performing calls and serving as a cross-trainer for new Call Agents Representatives. Knowledge as a Contact Center Call Agent will be leveraged to maximize quality control review of calls.

The QCC works with internal team members on cross-functional projects related to surveys. The QCC brings experience in health care operations with a focus on quality control and quality assurance.

Functional Areas of Responsibility:

- Survey Quality Control Review
- Project support and coordination
- Administrative and Clerical Support

Essential Job Functions:

- Perform quality control reviews of incoming faxes to ensure accuracy of optical character recognition (OCR) software,
- Document accuracy findings on fax reviews,
- Assist with gather data for quality data reporting and data entry of quality results for reporting of key performance metrics,
- Investigate incidences of data errors and brings them to the attention of the area supervisor,
- Identify opportunities for quality improvement activities while tracking plans of action for improvement processes,
- Maintain organized files and folders of incoming and reconciled files and archive completed files as directed,
- Serve as Contact Center Call Agent / Representative,



**QMetrics Job Description:
Quality Control Coordinator, Contact Center**

- Place and receive inbound calls including transferred calls from providers, members, and QMetrics customers.
- Support the Surveys Program Administrator by documenting desktop procedures for call agents,
- Respond to incoming and performs outgoing calls according to scripted materials,
- Demonstrate effective and professional verbal communication skills while maintaining a professional demeanor,
- Complete work in a timely manner,
- Assist with the development of policies and procedures,
- Provide excellent, executive level communication to both internal and external customers,
- Work quickly, creativity and analytically in a problem-solving environment while demonstrating teamwork, innovation, and excellence,
- Maintain a project list to provide ongoing updates on project progress,
- Collaborate with business owners and key stakeholders to identify project goals, objectives, critical success factors and metrics,
- Participate in establishing best practices, templates, policies, and tools to enhance QMetrics' capabilities,
- Understand, adhere to, and implement QMetrics policies and procedures,
- Performs other duties as assigned.

Required Qualifications:

- Minimum Experience
 - One or more years in healthcare industry
 - Quality control / quality assurance
 - 2 years' experience in a call center or customer service environment
- Education/Licensure:
 - High School Diploma or GED
- Strong written and oral presentation skills
- Proficiency in Microsoft Office Suite, Project Management Software (experience with Smartsheet is a plus)

Status:

Variable Hours (estimated at 32 hours week); Hourly, non-exempt position.

Start Date:

July 2021

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