Member Services Program Supervisor

| Only open to candidates residing in California | Opportunity to make a difference in your community | Position not eligible for sponsorship |

**General Description**

The role of a Program Specialist Supervisor demands a meticulous and results-driven professional with a penchant for maintaining order and excellence. This position requires overseeing the daily operations of a team of Program Specialists while expertly managing a personal caseload.

**Duties & Responsibilities**

**Essential Functions:**
- Accomplish staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and implementing corrective action steps when necessary; coordinating, and enforcing systems, policies, procedures, and productivity standards. Complete performance evaluations in a timely manner. Work with the entire Unit to continuously measure and improve the performance. Schedule staff to ensure adequate level of service to members, adjust schedules, and ensure backup coverage as needed.
- Establish, monitor and evaluate staff performance through a variety of reporting mechanisms to assure that services are provided promptly and there is adequate staff coverage.
- Oversee and/or manage selection and orientation process for new employees.
- Provide on-going training and staff development.
- Perform all duties of a program specialist; handle more difficult member inquiries and concerns.
- Develop and revise policies, procedures and correspondence.
- Review entries made to HPSM system to ensure that calls are documented.
- Communicate on an on-going basis with other HPSM departments regarding cases requiring additional intervention.
- Represent Member Services at internal and external meetings; participate in department and management meetings; participate in external meetings, committees, and coalitions as requested by or approved by Manager.
- Oversee production of weekly, monthly, and ad-hoc reports.
- Analyze new or updated regulations, laws and contract language and implement appropriate changes to internal policies, procedures and workflows.

**Secondary Functions:**
- List Secondary Functions Here. If no Secondary Functions, just remove this section.

**Requirements**

These are the qualifications typically needed to succeed in this position. However, you don’t need to meet every requirement to apply.

**Education and experience**
- Four (4) years of experience providing customer service in a healthcare setting.
- Experience working with persons with disabilities and/or seniors.
- Previous supervisory experience in customer service or demonstrated leadership success.

**Knowledge of:**
- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Access and PowerPoint.
- Medicare and Medi-Cal programs.
- Managed care.
- Medical terminology.
Phone systems and call documentation systems highly preferred.
Supervisory principles and practices as well as techniques and methods to organize and manage direct reports.

**Ability to:**
- Work cooperatively with others.
- Work as part of a team and support team decisions.
- Communicate effectively, both verbally and in writing.
- Adapt to changes in requirements/priorities for daily and specialized tasks.
- Supervise and motivate staff.
- Provide excellent customer service.
- Communicate effectively orally and in writing.
- Make presentations.
- Analyze issues and resolve problems with minimal guidance.
- Demonstrate PC skills and experience with the range of Microsoft Office products preferred.
- Work weekends and outside regular business hours.

**Skills:**
- Bilingual skills in Spanish, Tagalog or Russian may be required for this position.
- Must have access to a reliable vehicle and possess a valid license with proof of insurance to attend offsite events.

**Salary and benefits**

**The starting salary range** is $67,283-$89,150, depending on the candidate’s work experience.

**Excellent benefits package** includes:
- HPSM-paid premiums for employee’s medical, dental and vision coverage (employee pays 10% of each dependent’s premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

To apply, submit a resume to careers@hpsm.org.

It is HPSM’s policy to provide equal employment opportunity for all applicants and employees. HPSM does not unlawfully discriminate based on race, religion, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, sexual orientation, veteran status, registered domestic partner status, genetic information, gender, gender identity, gender expression, or any other characteristic protected by applicable federal, state, or local law. HPSM also prohibits discrimination based on the perception that an applicant or employee has any of those characteristics or is associated with a person who has or is perceived to have any of those characteristics.