



RUSH

Location:Chicago, IL

Hospital:RUSH University Medical Center

Department:Rush Access Center - Office

Work Type:Full Time (Total FTE between 0.9 and 1.0)

Shift: Shift 1

Work Schedule:8 Hr (8:00:00 AM - 4:30:00 PM)

Summary:

The RUMG Access Center Manager will operationalize the access, growth and customer service strategy for patients and family as it relates to a centralized call center approach. The RUMG Access Center Manager is responsible for the development, daily operations, performance metrics, and outcomes of the medical group's newly established and growing Access Center, which receives all incoming calls from medical practices. This includes hiring, training and managing Access Center staff, as well as developing and implementing Access Center policies, procedures, workflows, and reports. The success of this position will be measured by the Access Center's ability to provide consistent and sustainable excellence in customer service, while achieving performance metrics. Exemplifies the Rush mission, vision and values and acts in accordance with Rush policies and procedures.

Responsibilities:

- Executes Access Center operational strategies; demonstrates innovation in identifying best practices in the industry and in implementing those best practices within the department.
- Implements quality improvement programs, processes and workflows within the Access Center.
- Works closely with medical practice leadership, developing effective and collegial team partnerships.
- Evaluates and enhances Access Center systems in collaboration with the IS department.
- Recruits, selects, orients, and trains high performing employees to ensure the very best in customer service in all phone interactions.
- Monitors the financial performance of the Access Center and collaborates with administration to prepare budgets.
- Tracks productivity and performance by collecting and analyzing data, producing relevant reports and tracking trends.
- Develops and maintains professional and technical knowledge of Access Center operations and management.
- Promotes a work environment that includes open communication, collaboration, service excellence, and a team approach.
- Achieves RUMG Access Center organizational goals while building and growing the program.
- Performs other job related assignments as required.

Other information:

Required Job Qualifications:

- Bachelor's degree in a related field.
- Minimum three years' experience in medical practice operations or practice management.
- Minimum two years' direct staff management experience.
- Strong analytical, organization, and problem-solving skills.
- Effective verbal and written communication skills.
- Excellent interpersonal skills.
- Proficient with Microsoft Office applications (Excel, Word, and PowerPoint).
- Strong desire and ability to build a program and develop staff.

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Preferred Job Qualifications:

- Prior experience is a call center environment.
- Nursing background.

Rush is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, and other legally protected characteristics.