

Booking Call Centre Supervisor

Competition #: 2018- 02

The partnership of EFW Radiology owns and operates thirteen community-based clinics providing Diagnostic Imaging, Maternal Fetal Medicine, and Pain Management services. Since its inception, EFW has been actively involved in teaching at graduate and post-graduate levels at the University of Calgary and SAIT. EFW physicians are also involved in a variety of research areas at the University of Calgary. EFW Radiology is a growing organization which performs more than 600,000 imaging studies, interventional procedures, second opinions and consultations annually.

We are currently accepting applications for a **temporary full-time Booking Call Centre Supervisor** to organize and direct the staff of our Call Centre. Reporting to the Booking Call Centre Manager, the incumbent is responsible to organize and direct the staff of the Call Centre. The primary function will be assessing the work of the staff and provide feedback to maximize performance, while promoting a positive work environment.

An excellent Call Centre supervisor must have customer service and supervisory experience. The ideal candidate must possess great communication skills and be able to lead and motivate. The incumbent will be organized and reliable as well as results-oriented.

Responsibilities:

- Meets weekly with the team to review topics including but not limited to the following:
 - reviews the past week's events, including statistics, performance metrics and quality feedback
 - disseminates new processes information to the Bookers;
 - coaches booking staff on how to have meaningful interactions with patients
 - answers questions and comments
 - provides booking staff with a glimpse of future weeks, when applicable
- Performs a minimum of one monitoring evaluation with each staff on a weekly basis;
- Coaches and mentors the booking staff as needed;
- Provides consistent support and leadership to the staff;
- Keeps track of absenteeism and timekeeping;
- Participates in the hiring and onboarding of new staff;
- Delivers training to staff; responds to staff inquiries in a timely manner;
- Monitors phone traffic, always ensuring timely response;
- Conducts patient investigations and responds in a timely fashion;
- Maintains individual files related to attendance, production, and reviews;
- Devises ways to optimize processes;
- Keeps the Booking Call Center Manager informed of problems and issues;



- Demonstrates EFW values of Compassion, Trust, and Meaning in the workplace;
- Adheres to all privacy and confidentiality policies and procedures as they relate to EFW, our patients and our employees;
- Undertakes other related duties as assigned.

Qualifications:

- Business Administration diploma with a minimum of 3 years' proven experience as call center supervisor or similar supervisory role working in a fast paced, demanding environment. An equivalent combination of post-secondary education / experience will be considered;
- Experience in customer service is essential;
- Excellent verbal and written communication skills;
- Knowledge of performance evaluation procedures;
- Results-oriented approach;
- Excellent organizational, motivational and leadership skills;
- Capacity to develop and maintain positive relationships and work collaboratively with others within different modalities;
- Intermediate computer skills (MS Office including Word, Excel, and Outlook);
- Demonstrated ability to develop and foster a positive work environment;
- Ability to work under pressure, in a fast paced environment.

EFW strives to deliver healthcare with compassion, earn the trust of referring physicians, and provide careers with meaning.

If you are interested in the above position, have the required qualifications, are dedicated to quality patient care, and want to be a member of a team of dynamic health care professionals, please forward your application in confidence by **Wednesday, January 10, 2018** to efwresume@efwrad.com

www.efwrad.com

We thank all applicants however, only those selected for further consideration will be contacted.