

Valley Connection Service Center Manager

Definition

Under minimal direction, to plan, develop, manage, implement, and coordinate the activities and staff of Physician Practice Management, Phone Medical Advice, Triage, Language Services, Patient Registration, patient pre-registration/coverage, dental authorizations, discharge follow-up, new patient orientation, provider and clinic staff messaging, and patient communications for the Santa Clara Valley Medical Center and Clinics.

Distinguishing Characteristics

The Valley Connection Service Center Manager (VCSCM) is a single position classification that is responsible for designing and implementing a quality improvement plan for future development of technology and services within Valley Connection Service Center, Advice, Triage, Registration & Scheduling, and for monitoring compliance to ensure that Santa Clara Valley Medical Center standards, policies, procedures, and practices are consistent with operations of medical call centers within the State of California.

The VCSCM classification is distinguished from the Quality Improvement Manager – Hospital classification in that the Quality Improvement Manager – Hospital classification is responsible for the hospital-wide Quality Improvement/Risk Management (QI/RM) Program for Santa Clara Valley Medical Center, whereas the VCSCM classification is responsible for the overall customer service activities and telecommunication systems in high-volume call centers.

The VCSCM classification is further distinguished from the Program Manager classification series in that the Program Manager classification series is responsible for planning, organizing, directing, and controlling the activities and/or staff of a defined County program, whereas the VCSCM focuses on customer service activities and telecommunication systems in high-volume call centers.

Typical Tasks

- Plans, organizes, directs, and manages the program staff and functions of the Valley Connection Service Center (VCSC);
- Provides leadership, direction, development, and implementation of strategic initiatives to improve and enhance performance and services;
- Develops and implements internal and external management systems to improve front-end services for patients who are accessing care and related services at all Ambulatory and Community Health Services (ACHS) provider sites through the VCSC;

Valley Connection Service Center Manager

- Selects, hires, assigns, schedules, supervises, trains, reviews, and evaluates the work of VCSC staff; ensures adherence to professional standards, work quality and quantity, performance and accountability;
- Makes recommendations regarding telecommunication and information system technology upgrades;
- Determines VCSC objectives consistent with established Ambulatory and Community Health Services (ACHS) goals and determines program priorities based on this alignment;
- Defines personnel resource needs and allocates them as required to each program objective;
- Develops strategies to achieve internal goals and objectives;
- Coordinates VCSC functional units;
- Oversees new system upgrades and procedures to meet internal goals and objectives;
- Maintains effective working relationships with medical, nursing, and professional staff; health plans, labor organizations, regulatory agencies, and external communities;
- Coordinates VCSC services with the Behavioral Health Services Department;
- Collaborates with ACHS administration regarding organizational standards, policies, and procedures;
- May be assigned as a Disaster Service Worker, as required;
- Performs other related duties as assigned.

Employment Standards

Sufficient education, training, and experience to demonstrate the possession and direct application of the following knowledge and abilities:

Training and Experience Note: The required knowledge and abilities are attained through training and experience equivalent to possession of a Bachelor's Degree;

and

Valley Connection Service Center Manager

Three (3) years of management experience working in an organization that would provide the opportunity to develop expertise in customer service issues;

and

One (1) year of experience providing high-volume customer service in a large organization utilizing one or more telecommunication systems. The one year of experience utilizing one or more telecommunication systems may be inclusive of the three (3) years of management experience.

A Master's Degree in Business Administration or related field is desirable.

Knowledge of:

- Telecommunication systems in customer service or client service;
- Principles, practices, and techniques for providing customer service and support in a high-volume environment;
- Organization, administration, programming, budget preparation, and management principles of a multi-functional unit;
- Principles and practices of supervision, staff development, organization, administration, personnel management, and labor relations;
- Evaluation and assessment techniques involving clerical personnel;
- Recordkeeping and reporting procedures.

Ability to:

- Direct and lead multi-cultural and multi-lingual work units and coordinate inter-departmental activities to the benefit of the Health & Hospital System;
- Establish and maintain effective working relationships with internal/external support units, customers, and supervisors;
- Understand highly complex information technology systems and issues;
- Administer the services of the VCSC;
- Analyze data, write reports, and evaluate VCSC programs and activities;
- Evaluate and interpret quality standards related to VCSC services;

Valley Connection Service Center Manager

- Plan, develop, and organize work;
- Communicate effectively, orally and in writing, with all levels of professional and non-professional staff, including ambulatory care management;
- Maintain current knowledge of organizational goals and objectives;
- Maintain current knowledge of trends/practices related to the service delivery of VCSC.

Rev. – 12/05/2018 - LSM

Rev. – 03/10/2015 – ZH

Rev. – 05/01/2007 – CG

Previously titled Call Center Manager, Valley Connection

Orig. – 07/03/2006

NS-5.05.87