



**JOB TITLE:** Claims Customer Service Supervisor    **DATE:** 10/01/09  
**DEPARTMENT:** Customer Service    **REPORTS TO:** Customer Service Manager  
**DIVISION:** Grafton    **GRADE:** TBD  
**FLSA:** Exempt

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**JOB SUMMARY:**

Provide appropriate leadership and supervision to the Claims Customer Service staff to ensure expectations of the health plans are met by monitoring daily, weekly and monthly phone statistics, facilitating resolution and resolving internal and external complaints and issues. The Supervisor is responsible for coordinating and implementing appropriate strategies for motivating team members and informing the Customer Service Manager of these efforts. In addition to managing the staff, this position will have a high degree of project, process and collaboration efforts with other departments in the organization

**JOB RESPONSIBILITIES:**

- Responsible for direct supervision and leadership of customer service staff. Coach, develop, performance manage and assist all staff members.
- High degree of analysis in development of new processes to support ongoing customer claim issues.
- Monitor daily, weekly, and monthly phone statistics for compliance with health plan and state guidelines. Assess, recommend, and implement necessary policies and procedures to maintain compliance.
- Monitor department staff by primarily using Lucent Technologies phone system real time reports to assure staff members are in compliance. Communicate to Workforce Coordinator and staff changes that are needed to assure compliance.
- Responsible for ensuring customer’s claims, benefits and eligibility inquiries are responded to in the required time frame.
- Facilitate resolutions and resolve internal and external complaints and issues. Update Customer Service Manager on complaints and issues.
- Responsible for coordinating and implementing appropriate strategies for motivating team members.
- Preparation of performance and wage evaluations in accordance to company policy.
- Responsible for attendance and company approved time off for team members.
- Take the lead in the hiring process, including interviewing candidates.
- Determination and implementation of Performance Improvement Plans.
- Collaboration with multiple departments in efforts to streamline processes and provide efficiencies.
- Provide clear written correspondence as needed. Respond to emails and voicemails as appropriate.
- Responsible for the on-going evaluation of policies and procedures, and in the development and implementation of new efficiencies based on assessments.
- Support back-up phone assistance to other internal customer service teams as needed.
- Attend Market, Client, Operational and other meetings as needed. Represent the team and or department.
- Contribute to team effort by completing related projects as needed.
- Other duties as assigned.

**JOB REQUIREMENTS:**

- 1 – 3 years of related customer service, call center or claims payment experience.
- 1 + years of previous leadership or supervisory experience.
- College degree preferred.
- The following skills and abilities required:

- Previous experience with computer software including Excel and MS Word (Power Point and Access a plus).
- Previous experience and proven abilities to effectively and proactively change process and make efficiencies.
- Professional and efficient verbal and written communication skills.
- Cooperative, professional and effective interaction skills with co-workers, company staff and visitors.
- Excellent interpersonal skills.
- Ability to prioritize and organize multiple tasks.
- Ability to remain organized with multiple interruptions.
- Good PC Skills.
- Excellent analytical ability.

**PHYSICAL AND ENVIRONMENTAL CONDITIONS:**

- Ability to communicate in an active office environment.
- Ability to efficiently operate all job-related office equipment.
- Ability to communicate via telephone.
- Ability to sit for 80% or more of an 8-hour workday.
- Ability to read and view computer screen.
- The Customer Service area is located in a wheelchair accessible building.
- The office environment is active with high voice levels and interruptions that may challenge hearing and concentration.

*The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform this position.*

*\*\* In accordance with DentaQuest's Compliance Plan, employee must conduct DQV business in accordance with applicable laws, regulations, professional standards and ethical standards and report potential compliance or ethical issues to manager or DQV's Compliance Officer. \*\**

*DentaQuest's Affirmative Action Program affirms our commitment to make reasonable accommodation to the known physical or mental limitation of otherwise-qualified individuals with disabilities or special disabled veterans, unless the accommodation would impose an undue hardship on the operation of our business. Please see Human Resources for additional information regarding this Program.*