**Position Title: Jr. Quality Assurance Agent**

**Department: Quality Assurance**

**Reports to: Supervisor**

**Employment Status: Full-time 37.5 hours per week**

**Work Hours: TBD between the hours of 8AM – 5PM**

**FLSA: Non- Exempt**

**Supervisory Responsibilities: N/A**

**Position Summary:**

This position supports operations by answering inbound and making outbound calls from members and to vendors. Registers complaints to document and proactively address transportation issues. Assists and provides support with email requests and reviews and resolves complaints in a timely manner.

**Essential Functions/Position Responsibilities:**

* Assists with answering inbound and making outbound calls from members and vendors in a courteous, professional manner
* Investigates and enters member complaints and non-compliance issues
* Examines and resolves complaints from members and Vendors
* Monitors email and actions
* Evaluates audit finds and implements appropriate corrective actions
* Monitors risk management activities
* Assures ongoing compliance with quality and industry regulatory requirements

**When duties and responsibilities change, the employee may be asked to perform other duties as required as business needs dictate. Employees are required to identify any changes in their job duties since the descriptions were last reviewed. Additionally, MART may ask that employees conduct a review of their position as part of the performance-evaluation process.**

**Qualifications:**

* High School Diploma or equivalent
* Prior call center experience preferred
* Must maintain confidentiality of PHI and HIPAA
* Strong computer skills including Microsoft Office and databases
* Knowledge of tools, concepts, and methodologies of QA
* Bilingual a plus

**Skills:**

* Effective oral, written and listening communication skills
* Excellent organizational and time management skills
* Basic computer proficiency (MS Office – Word, Excel, Access, and Outlook)
* Attention to detail
* An aptitude to multi-task in a fast-paced environment
* Ability to work independently and in a team-oriented environment
* Strong analysis and problem solving

**Working Environment and Physical Demands**

Works primarily in a typical, climate-controlled office environment.

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| **PHYSICAL REQUIREMENTS** | **RARELY**  **(15%)** | **OCCASIONAL**  **(15%-40%)** | **FREQUENT**  **(40% - 70%)** | **CONTINUOUS**  **(OVER 70%)** |
| Ability to work closely with diverse group of people |  |  |  | X |
| Regular, predictable attendance |  |  |  | X |
| Ability to sit for extended period |  |  |  | X |
| Use of hands and fingers to operate telephone and computer |  |  |  | X |
| Moderate noise |  |  | X |  |
| Hearing |  |  |  | X |
| Dusty Environment |  | X |  |  |
| Exposure to Fumes/Odors | X |  |  |  |
| Exposure to Heat/Cold Temps |  | X |  |  |
| Climbing Stairs |  | X |  |  |
| Walking | X |  |  |  |
| Stress |  |  |  | X |
| Standing |  | X |  |  |
| Stooping |  | X |  |  |
| Bending |  | X |  |  |
| Climbing Ladder | X |  |  |  |
| Twisting Neck |  |  | X |  |
| Bending | X |  |  |  |
| Reaching/Pulling/Pushing | X |  |  |  |
| Lifting 10 lbs. or less |  | X |  |  |
| Lifting 40 to 50 lbs. | X |  |  |  |
| Driving |  | X |  |  |
| Specific Vision Abilities- close vision due to computer work |  |  |  | X |
| Color Vision – Ability to identify and distinguish colors |  |  | X |  |
| COGNITIVE  REQUIREMENTS | **RARELY**  **(15%)** | **OCCASIONAL**  **(15%-40%)** | **FREQUENT**  **(40% - 70%)** | **CONTINUOUS**  **(OVER 70%)** |
| Communication Oral |  |  |  | X |
| Communication Written |  |  |  | X |
| Interpreting Skills |  |  |  | X |
| Implementing | X |  |  |  |
| Evaluating |  |  |  | X |
| Organizing | X |  |  |  |
| Consulting | X |  |  |  |
| Analyzing | X |  |  |  |
| Presenting | X |  |  |  |
| Supervising | X |  |  |  |
| Ability to Deal with Stressful situations |  |  |  | X |
| Ability to Deal with Trauma, grief, death |  | X |  |  |
| Ability to deal with Public Contact |  |  |  | X |
| Decision making |  |  |  | X |
| Work with Others |  |  |  | X |
| Work Alone |  |  | X |  |
| Concentration |  |  |  | X |
| Comprehend and follow instructions |  |  |  | X |
| Relate to Others |  |  |  | X |
| Influence Others | X |  |  |  |
| Perform complex or varied tasks | X |  |  |  |

**Special Comments:**

**Supervisor Approval: Date:**

**Human Resources Approval: Date:**

**Printed Employee Name:**

**Employee Signature: Date:**