

Team Manager

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Company: CompuGroup Medical

Location: India

Category: other-general

Create the future of e-health together with us by becoming a Team Manager

As one of the Best in KLAS RCM organizations in the industry we offer a full scope of RCM services as well as BPO services, our organization gives our team members the training and solutions to learn and grow across variety of technologies and processes. As an innovator and leader in the e-health services we offer unparalleled growth opportunities in the industry.

What you can expect from us :

- A safe digital application and a structured and streamlined onboarding process.
- An extensive group health and accidental insurance program.
- Our progressive transportation model allows you to choose: You can either receive a self-transport allowance, or we can pick you up and drop you off on your way from or to the office.
- Subsidized meal facility.
- Fun at Work: tons of engagement activities and entertaining games for everyone to participate.
- Various career growth opportunities as well as a lucrative merit increment policy in a work environment where we promote Diversity, Equity, and Inclusion.
- Best HR practices along with an open-door policy to ensure a very employee friendly environment.
- A recession proof and secured workplace for our entire workforce.
- Ample scope of reward and recognition along with perks like marriage gift hampers and gifts for birth of a child.

What you can do for us:

- Create an inspiring team environment with an open communication culture
- Problem Identification/Analysis & Reporting
- Provide supervision to develop customer service representative's skills in order to achieve operational and organizational objectives. General customer service and support to customers.
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments
- Motivates employees to achieve peak productivity and performance.
- Conducting monthly 1on1 session with supervisors/ customer service executive ,discussing the progress and performance of each individual.
- Keep a record of client KPIs and team's performance against the KPIs.
- Monitor team performance and report on metrics.
- Ability to handle protected health information in a manner consistent with the Health Insurance Portability and Accountability (HIPAA)
- Discover training needs and provide coaching.

Profile Qualifications:

- Overall, 6 years of experience with minimum 2 years of experience as SME/Team leader in the same Industry.
- Excellent in English communication (verbal and written)
- Client Facing experience with strong people management skills.
- Good understanding of Revenue Cycle Management (US Medical Billing) Provider/Hospital
- Expertise with MS office.
- Flexible in day/night shift.

Convinced? Submit your application now!

Please make sure to include your salary expectations as well as your earliest possible hire date.

We create the future of e-health.

Become part of a significant mission.

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