

Job Description

Job Title:	DME Customer Service Supervisor	Department:	Customer Service
Location:	Wixom	Classification:	Exempt
Reports to:	DME Customer Service Manager	Created on:	03/06/2019

Summary:

The DME Customer Service Supervisor oversees the effective day-to-day operations of multiple teams within the Customer Service department, with emphasis on providing guidance and training to Sr. Team Leads, Team Leads, Team Supports and team members as well as problem solving and implementing solutions.

Essential Functions:

1. Provides daily direction and communication to team members so that customer service tasks are completed in a timely, efficient and knowledgeable manner.
2. Handles human resource management issues among teams including completion of employee reviews, coaching, corrective action, timecard review/correction, time off approvals, etc.
3. Intervenes as needed when customer service challenges escalate and must be addressed at a higher level.
4. Provides training and resources, including updating the intranet wiki, so that team members are equipped to do their jobs.
5. Identifies opportunities for process improvements and implements solutions.
6. Monitors and tracks productivity; keeps DME Customer Service Manager informed of any related issues.
7. Submit overview reports to management as requested.

Key Competencies:

1. Communicates Effectively
2. Manages Complexity
3. Customer Focus
4. Develops Talent
5. Directs Work
6. Resourcefulness
7. Situational Adaptability
8. Builds Effective Teams
9. Instills Trust
10. Drives Vision and Purpose

Supervisory Responsibilities:

The DME Customer Service Supervisor directly supervises the Sr. Team Leads, Team Leads, Team Supports and Customer Service Representatives, who perform complex work. These groups may number up to 40+ people.

Work Environment:

This job is performed in an office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.



Physical Demands:

While performing the duties of this job, the employee is regularly required to speak, hear and see. The employee is frequently required to stand, walk, use hands to finger, handle or feel and reach with hands and arms.

Position Type:

This is a full-time position, with the expectation of maintaining a regular work schedule. Occasional evening and weekend work may be required.

Travel:

Minimal travel may be required.

Required Education and Experience:

- 1. Bachelor’s Degree or equivalent experience.
- 2. Advanced knowledge of durable medical equipment, typically gained in 5+ years of experience.
- 3. 3 to 5 years of large-team leadership experience in fast-paced environment.

Preferred Education and Experience:

- 1. Advanced understanding of insurance guidelines and billing, including rules, limits, verification procedures, cost/reimbursement rate issues, etc.
- 2. Previous experience with system such as HDMS, with ability to adapt easily to similar systems.

Other Duties:

All other duties as assigned by management. Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are request of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

Manager _____ Date _____

HR _____ Date _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____