Position: Patient Access and Experience Manager

POSITION SUMMARY

The Patient Access and Experience Manager is responsible for supervising daily Call Center operations while also serving as the organization's primary coordination lead for Service Excellence Initiative™ implementation activities. This position supports high-quality patient access, customer service, staff engagement, and operational consistency by ensuring call center staff are trained, supported, monitored, and aligned with HMS standards and patient service expectations.

In the Implementation Coordinator role, this position serves as the primary point of contact between HMS and CLS for SEI-related matters; coordinates SEI meetings, training sessions, and events; tracks timelines and deliverables; supports stakeholder communication; and reports progress to leadership and the Service Excellence Council.

The position is responsible for creating a professional, courteous, patient-centered environment and supporting positive interactions with patients, visitors, staff, and external partners. The role works collaboratively with HMS leadership, supervisors, clinic coordinators, clinic managers, and other departments to improve workflows, promote service excellence, and support organizational goals.

Delivering quality service and positive interactions with our customers are critical to completing all tasks in this job description. Thus, the employee is responsible for establishing and maintaining interpersonal relationships with patients, visitors, and HMS employees in a courteous, respectful, and professional manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Call Center Supervision and Patient Access Operations

1. Supervise daily Call Center operations to ensure timely, professional, and patient-centered responses to patient needs, questions, and service requests.
2. Monitor the call queue throughout the day to ensure staff and staffing or technical issues are identified in real time and resolve.
2. Hire, train, coach, and support Call Center Operators and patient access staff in accordance with job duties, HMS policies, patient access expectations, and service standards.
3. Ensure Call Center staff understand and comply with departmental objectives, performance standards, workflows, procedures, and organizational policies.
4. Provide guidance and support to staff regarding best practices for handling difficult calls, service concerns, and patient communication challenges.
5. Act as initial escalation point of any difficult caller situations.
5. Maintain a supportive presence in the Call Center and other customer point-of-contact areas to ensure patients and staff receive appropriate support and service.

6. Monitor and evaluate staff performance, identify learning or coaching opportunities, and take corrective action as necessary.
7. Prepare, review, and analyze Call Center reports and performance data to support departmental goals, operational decision-making, and continuous improvement.
8. Support the development, review, revision, and implementation of policies and procedures related to Call Center operations, patient access, and customer service.
9. Identify operational issues, workflow gaps, process barriers, and opportunities for improvement; recommend and implement solutions in collaboration with leadership.
10. Serve as the Operations Subject Matter Expert (SME) for Unity (Nextiva's Call Center product) or the product that is in current use.
11. Work in partnership with IT to identify telephony improvements for the Call Center as well as other call teams.
10. Collaborate with HMS directors, supervisors, clinic coordinators, clinic managers, and other leaders to support staff, improve patient experience, and maximize customer satisfaction.

Service Excellence Initiative Implementation Coordination

11. Serve as the main point of contact between HMS and CLS for SEI-related matters.
12. Coordinate SEI meetings, training sessions, implementation activities, events, and related communications.
13. Track SEI timelines, milestones, deliverables, and action items to ensure implementation activities remain organized and on schedule.
14. Support communication and engagement among team members, leaders, stakeholders, the Service Excellence Council, and other groups involved in SEI implementation.
15. Track progress and prepare updates or reports on SEI activities for leadership and the Service Excellence Council.
16. Assist with the distribution of SEI materials, resources, tools, and communications needed for successful implementation.
17. Help keep the SEI process organized, goal-aligned, and integrated into daily Call Center and patient access operations.
18. Work in close collaboration with the Chief Operating Officer.

MIMINUM QUALIFICATIONS

- Associate's degree in healthcare administration, business administration, public health, communications, or a closely related field; relevant healthcare, customer service, or call center experience may be considered in lieu of degree.

PREFERRED QUALIFICATIONS

- Bachelor's degree in healthcare administration, business administration, public health, communications, or related field.
- Experience in an FQHC, community health center, healthcare access, or ambulatory care environment.
- Project management, process improvement, customer service, or leadership training.
- Experience supporting organization-wide initiatives, training rollouts, or service excellence programs.
- Prior supervisory, team lead, training, coordination, or project implementation experience.
- Experience with data tracking and analysis, workflow coordination, reporting, problem-solving, and customer service improvement.

TO APPLY

Completed HMS Employment Application may be emailed to jobs@hmsnm.org or dropped off or mailed to:

1105 N Pope St, Suite C, Silver City, NM 88061

Or

530 DeMoss St, Lordsburg, NM 88045

For more information call 575-247-6036