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**TITLE:** Call Center Lead

**DEPARTMENT:** Call Center

**REPORTS TO:** Managing Director

**SALARY:** TBD

**JOB PURPOSE:**

This Call Center Lead (CCL) will support WAPC's mission to prevent harm from poisoning through expertise, collaboration, and education, while embracing the core values of compassion, integrity, growth, drive, and innovation. In collaboration with the Manager Director, the Call Center Lead provides supervision to a team of CSPIs, SPIs, and PIPs and will oversee adherence to operational procedures and clinical guidelines to ensure accurate and high-quality recommendations. The CCL supports staff to enable a consistent high-quality service to the general public and healthcare professionals and helps maintain and uphold the administrative guidelines of the Poison Center to assure a smooth functioning center. This position encompasses the "team approach" consistent with the philosophy of center management. The CCL ensures a smooth transition of staffing and call handling between remote agents and staff in the center and assists the Managing Director in assessing staffing needs.

**JOB RESPONSIBILITIES:**

- Must meet and comply with all the responsibilities of the **SPI RN or SPI Pharmacist Job Description**
- Work 50% of FTE online and be available to cover additional online shifts as needed.
- Under the Managing Director's guidance, organize, schedule, and participate in all staff working teams
- Assure support is always available for Poison Information Providers. Remain approachable and accessible to respond to all staff requests for assistance, even during busy periods in the center. Be a resource for remote staff.
- Assists the Medical Director with clinical issues/guidelines related to call center operations.
- Consult with the Medical Director to resolve clinical patient evaluation and management documentation, discrepancies, and/or deficiencies.
- Assists the Medical Director and Managing Director with Quality Assurance issues involving Call Center (CC) staff.
- Assists with training/onboarding of new SPIs.
- Be aware of each staff member's complex cases, assure appropriate case management, and provide immediate feedback on case management and documentation. Assure compliance with Center case management guidelines, procedures, and policies.
- Promote positive staff morale, set a positive example for staff. Facilitate and maintain a calm environment, address staff anxieties, and displays of distress.
- Maintain staff productivity during slow periods by encouraging completion of charting, working team projects, continuing education opportunities, etc.
- Address staff conflicts occurring during shift to maintain a smoothly functioning team. Facilitate resolution. Provide constructive feedback. Report ongoing and unresolved issues to Managing Director.
- Discretely conduct investigation of caller complaints occurring during the shift, document status of issue, and report to Managing Director.
- Ensures CC staff and organization confidentiality and implementation of the WAPC Human Resources procedures for CC staff along with the Executive/Medical Director and Managing Director.

- Handle shift-staffing issues, attendance or punctuality. Document incidents as needed and arrange illness coverage if necessary. Orchestrate breaks to maintain optimal center coverage.
- In the event of an emergency, call the Managing Director or Executive/Medical Director as needed.
- Participates in weekly Leadership meetings and decision-making processes relevant to the CC.
- Participates in Washington Poison Center Medical Toxicology Teleconference.
- Other jobs or tasks deemed relevant or necessary by the Managing Director and/or Executive/Medical Director.

### **JOB REQUIREMENTS:**

- Registered nurse from an accredited nursing school with an active license to practice in the state of Washington OR Pharmacist from accredited pharmacy school with an active license to practice in the state of Washington
- Must be a Certified Poison Information Specialist (CSPI) or American Board of Applied Toxicology certified (ABAT).
- Proven leadership skills
- Demonstrated ability to recognize and deliver excellent customer service
- Demonstrated ability to promote a positive and inclusive working environment.
- Strong verbal and written communication skills
- Good organizational skills and attention to detail
- Ability to make decisions quickly and confidently based on company policies and practices
- Experience with organizing and assigning shift tasks and holding staff members accountable for completion
- Must maintain a minimum overall rating of “Proficient” on Annual Performance Reviews.
- Ability to multi-task, maintain focus, professionalism, and composure in a distracting work environment
- Advanced knowledge of NPDS coding.
- Ability to apply theoretical concepts to clinical practice and continually expand knowledge base and clinical skills with a focus in specialty.
- Attendance and participation in weekly Leadership meetings
- Meets regularly with Managing Director to monitor responsibilities and address any CC operational issues/clinical issues
- Demonstrates appropriate time management skills to complete job responsibilities.

### **PHYSICAL REQUIREMENTS:**

- Must meet and comply with all the physical requirements of the **SPI RN Job Description OR SPI Pharmacist Job Description**
- Able to read and write legibly in English preferred with professional quality.
- Use computer, printer, and software programs necessary to the position, e.g., Word, Excel, Outlook, PowerPoint, electronic medical record, electronic event reporting program.