



KHS Internal Position Posting

Position Title: Manager, Call Center Operations

Deadline for Applying: 5:00 pm Wednesday, July 8, 2009

Division/Department: Clinical

Name of Hiring Manager: Clinical Director

Hiring Qualifications:

- Current licensed Master's level clinician (e.g., LCSW, LMSW, LCPC, LCP, LPC, LCMFT, LMFT, etc.) or registered Nurse required.
- 5 years supervisory and/or program management experience required.
- 3 years experience in crisis management required.
- 1 years experience working in a call center required.
- Substance Abuse Professional Certification preferred.
- Experience with the CMHC system preferred.

General Duties:

- Responsible for the daily operations of the Call Center Operations Department including maintaining adequate staffing for telephone/shift coverage, ensuring clinician duties are performed and contract requirements met, managing daily workflow, monitoring inpatient appeals, and handling incoming calls for all programs as needed. Additional, this position is responsible for providing emergency shift coverage as required.

Special Circumstances:

Date Posted: June 30, 2009