PROCESS IMPROVEMENT MANAGER

Department: Medical Brokerage   **Exempt**: Yes

Reports To: Director of Medical Brokerage   **Date**: February 2024

Position Summary: The Policy & Procedure Manager is primarily tasked with developing and maintaining Policies & Procedures for all areas of the Medical Brokerage.

Primary Responsibilities:

- Provide Day-to-Day direct supervision and support to Brokerage Supervisors, ensuring smooth operation of Call Center operations
- Work with Quality Assurance, Compliance, and Program Managers to identify areas requiring new/updated Policies/Procedures
- Develop and maintain Policies & Procedures aimed at improving the overall function and efficiency of the Brokerage
- Work closely with Brokerage Director to implement systematic enhancements aimed at improving overall efficiency of the Brokerage
- Conduct Performance Appraisal process for Brokerage Supervisors
- Assume the Director's role in the event of his/her absence, in full consultation with the Administrator

Other Responsibilities:
- Provide Support to Quality Assurance, and Compliance Teams as necessary
- Assist Brokerage Director as needed with implementation of all initiatives as set forth by the Administrator and/MassHealth/HST
- Implement all initiatives as set forth by the Administrator and/or Director
- Assist Brokerage Director with projects and reports as requested.

Position Requirements:

Microsoft Office Suite, knowledge of all systems used by all departments, including but not limited to Trip Booking Software, Complaint Management System, & Compliance Databases.   Experience in management of staff and education in the fields noted will also be considered.

Physical Demands/Conditions:

- General office environment.
- This position includes a requirement being in a seated (or, standing) position in front of a computer monitor for extended periods of time

Equipment Used:

- GATRA-owned computers, software, and general office equipment

Supervisory Scope:

- Brokerage Supervisors (4)