

Director, Contact Center
University of Washington Medicine – Seattle, Washington
REQ# 183073

A remarkable team of nearly 30,000 caring professionals comes together each day at **UW Medicine** to improve the health of the public. For us, working here is not just a job—it's a calling. As providers, faculty, scientists, staff and administrators from diverse backgrounds, we are united by our dedication to excellence in providing patient-centered care, conducting innovative research and teaching the next generation of healthcare professionals.

As part of the Enterprise Access & Innovation leadership team, the **Director, Contact Center** utilizes customer-centric methods to ensure the optimal operational infrastructure is in place to support UW Medicine's strategic growth and delivery of the ideal access experience for UW Medicine's patients, healthcare teams and referring providers. This position is responsible for strategic leadership and management of the centralized ambulatory operations across UW Medicine.

This position has direct operational and administrative responsibility for 180+ team members who collectively handle over 3 million annual contacts across 200 UW Medicine clinics.

Essential Duties & Responsibilities:

- Define & implement a multi-year strategy for the continued development of the UW Medicine Contact Center, staying abreast of best practice operations and new technologies, ensuring that we gain and maintain recognition for high quality of customer service & operational efficiency.
- Accountable for Contact Center performance & delivery of best in class service, meeting or exceeding all Key Performance Indicators (i.e. service level, quality, etc.) within budget. Reviews and analyzes Key Performance Indicators data regularly, providing reports to key stakeholders throughout the enterprise on both current state & plans for improvement.
- Serves as liaison with internal stakeholder to ensure satisfaction with the Contact Center. Interact closely with UW Medicine Leadership to provide needed updates, address productivity or performance issues and responding to complaints or concerns.
- Strategically lead & direct operational Contact Center management team by defining clear performance measures, providing recognition and assisting with such issues such as, but not limited to: work schedules, performance improvement, disciplinary action and changes in staffing level recommendations needed to achieve target service levels. Assists with interpreting and enforcing personnel policies.
- Apply best practices, root cause analysis & data insights to develop continuous improvement plans and make recommendations to leadership accounting for the perspectives of the Contact Center, UW Medicine Clinics & Providers as well as UW Medicine Patients. Create a culture of continuous improvement, utilizing Lean to reduce waste, increase value of existing processes & improved Key Performance Indicators.

- In conjunction with Senior Director of Enterprise Access & Innovation, define & implement plans to support UW Medicine strategic initiatives & patient care innovations such as Accountable Care Organization, Access Improvement Initiatives, etc., while balancing key Contact Center variables such as call volumes, workforce resources and facility constraints. Facilitate continued maintenance, improvement & growth as appropriate.
- Collect Voice of the Customer data – tracking their satisfaction & defining projects to support improvements in the Contact Center customer and stakeholder experience. Works to influence change among a multidisciplinary group involved in patient flow management and continuous system enhancements to improve the patient, family, and customer experience.
- Accountable for Contact Center operations, personnel of ~180 and budget of ~15.4M.
- Prepares annual budget and maintains control over yearly operational budgets. Forecast needs for personnel, supplies, equipment and training. Prepares and presents the final annual budget to senior management as required.
- Accountable for Contact Center employee development & management which includes but is not limited to recruitment, training, coaching and development, resourcing planning, issue reporting/closure and time/vacation management.
- Accountable for Contact Center employee satisfaction, morale and engagement. Lead, inspire and coordinate the contact center management team at all levels to create motivated and engaged colleagues.
- Monitors the Contact Center facility to ensure the maintenance of an appropriate environment. Identify construction, remodeling, redecorating or relocation requirements. Performs a cost assessment, vendor selection and negotiates terms/conditions of leases, construction arrangements and equipment purchases.
- Partner with Labor Relations and Human Resources to lead labor union contract negotiations. Accountable for operationalizing all labor requirements. Serve as escalation point as needed.
- Accountable for regulatory and legal compliance, identification of potential risk areas.
- Represent UW Medicine's Contact Center at regional and national forums.
- Partner with the UW Medicine Equity, Diversity, and Inclusion (EDI) Committee and serve as the executive sponsor to support the Contact Center EDI Committee.
- Vendor contract negotiations as required
- Performs all other duties as needed or directed to meet the needs of the department as required by management.

Key Competencies:

- **Customer Orientation** – establish and maintain long-term relationships with both internal and external customers of the Contact Center, building trust and respect by consistently meeting and exceeding expectations.
- **Communication** - communicate clearly and concisely with all levels of the organization, both internally and externally.
- **Organization** - proactively prioritize needs and effectively manage both human and capital resources.

- **Leadership** - guide the department toward desired outcomes, setting high performance standards and delivering leading quality services in the market. Demonstrated ability to gain trust of key organizational leaders, faculty, team members, and direct/indirect reports
- **Change Advocate** – champion change and feel confident navigating through change management, operational efficiency and process improvement strategies.
- **Continuous Improvement** – create and inspire a continuous process improvement mindset, with the ability to pioneer and independently drive change initiatives.
- **Influencer** – collaborative focus on influencing standardization and change within entity and corporate departments, as well as physicians and their offices in order to ensure the overall success of the Contact Center and Revenue Cycle operations.
- **Financial Management** – develop and manage tools and processes to successfully oversee budget.
- **Technical Expert** – strong operational expertise in Contact Center technology, including but not limited to, ACD, quality recording/monitoring, workforce management, etc.

Minimum Requirements:

- Bachelor's degree in Business/Health Administration or related field.
- 7-10 years of progressive management experience in a contact center setting, including expertise in team building, engagement, organization, and change management.
- In depth understanding of contact center operations and technologies.
- Experience in an academic medical center, large integrated health system or other complex organization.
- Lean Six Sigma or other applicable process improvement experience in a healthcare setting.

Desired:

- Master's degree preferred.
- Lean Six Sigma certification preferred.