

Scheduling Team Supervisor

Mirixa Corporation, a growing healthcare technology company, is seeking a Scheduling Team Supervisor to support our Medication Counseling Center, located in Reston, Virginia.

The Supervisor will oversee a team of call center scheduling associates who support inbound and outbound calling to patients who have been qualified to receive clinical services for Mirixa's patient care programs. This candidate will also lead multiple Counseling Center activities, including training, patient case flow management, and miscellaneous projects that support CMS compliance requirements.

We are currently in need of a candidate who is available to work full-time 8:30 am to 5:30 pm Monday through Friday.

Key Responsibilities:

- Oversight and support of Scheduling Associates
- Maintaining employee schedules
- Supporting new hire recruiting and onboarding
- Assisting with quality assurance and training
- Supporting Mirixa's client services team in rolling out performance plans that meet company goals
- Patient case management
- Employee performance reviews
- Other duties as assigned

Education: Associate's Degree required; Bachelor's degree preferred

Experience: Minimum of 2 years of experience in a call center, scheduler/receptionist role; or a combination of experience and education. Supervisor/Leadership experience preferred.

Skills:

- Superior customer service skills
- Call Center experience
- Strong computer skills
- Excellent verbal and written communication skills
- Strong attention to detail and organizational skills
- Ability to work well under pressure, function effectively in a team based environment, and multitask
- Basic understanding of web technology
- Proficiency with Internet and online chat
- Demonstrated ability to effectively manage multi-line phones

Mirixa is located within walking distance of the Wiehle-Reston East Metro station and offers a competitive benefits package including health, dental, and vision insurance; company 401(k) match; vacation, sick, and personal leave; and paid holidays.

Mirixa is an equal opportunity employer. Applicants should be cleared to work in the United States. Relocation assistance is not available at this time.