



POSITION: Quality Assurance Specialist
DEPARTMENT: Quality Assurance
REPORTING MANAGER: Manager, Quality and Training
Exempt x Non-exempt

JOB RESPONSIBILITY SUMMARY:

Position is responsible for all aspects of quality assurance, including internal refresher training to address trends and improve results. Monitor quality results to ensure company-wide policies and procedures are up-to-date and working effectively. Function collaboratively with other department leaders to ensure CDB's overall business objectives are met.

ESSENTIAL FUNCTIONS:

- Monitor group operations incoming and outgoing calls to ensure excellent customer service is consistently presented. Evaluate calls based on a predefined checklist approved by management. Evaluate overall training needs for staff development during reviews
- Audit all aspects of claims processing; includes areas that feed into the process. Identify trends and discrepancies that can interrupt process workflow during reviews, providing refresher training as needed
- Maintain online Policies & Procedures manual; Oversee updates to existing policies and procedures for all departments
- Maintain QA monthly and quarterly reporting
- Maintain high levels of Customer Service to all clients, employees, providers, as well as co-workers.
- Attend regularly scheduled meetings to discuss training and quality issues; aid in solution development.
- Provide bi-weekly status update to QA VP on quality/development objectives; maintain system tracking reports for management review.
- Work collaboratively with Operations Leadership Team in new process development and/or revisions to existing processes as systems requirements change and/or develop.

ESSENTIAL SKILLS AND EXPERIENCE:

- Two years Auditing, Quality Assurance, or Accounting experience - **required**
- Strong Technical Abilities
- Strong writing skills with ability to relay sensitive information effectively
- Strong customer focus and sense of urgency
- Ability to handle a variety of activities at the same time
- Overall knowledge of health care and understanding of the claims processing concept – a plus

Qualified candidates should send a cover letter, resume and salary expectations to careers@customdesignbenefits.com.