



Example of Call Center Consultant Job Description

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Our growing company is hiring for a call center consultant. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for call center consultant

- Provide analytical interpretation of Stars and HEDIS reporting, including executive summaries
- Responsible for completing program evaluation(s) as assigned
- May serve as team lead for the group of clinical quality consultants
- Make recommendations for enhanced solutions, additional reporting, and/or additional applications if needed
- Supports CHATS business flow and navigation activities
- Supports application interface activities and database support/UAT and other implementation support
- Will manage issues of varying importance from multiple clients
- Performs administrative support functions to include tracking client issues and applying appropriate resources to solve them
- Must be able to recognize potential customizations and operational development for client's current business operations
- Participates in bank wide projects to represent the interests and perspective of training programs

Qualifications for call center consultant

- Experience with build automation and deployment tools (TFS, Subversion (SVN), Jenkins, MSBuild)
- 4+ years experience required providing business process analysis for large, complex projects in a high-tech development environment with multi-function

- Practical experience leveraging Lean / Six Sigma concepts is required
- Master's degree in Business Administration, Computer Science, Mathematics, Engineering, Information Systems or similar technology field is required
[Bachelor's degree plus equivalent work experience will be considered]
- Ability to understand technical issues and communicate in layman terms
- Must have experience utilizing persuasive, selling communication skills