



Example of Frontline Leader Job Description

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Our innovative and growing company is hiring for a frontline leader. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for frontline leader

- Continuous proactive learning in order to further develop expertise
- Ensures new processes and tools are understood, accepted and correctly implemented by local retail markets
- Coordinates clear communication of all key projects, business initiatives and highlight core messages of new retail project and tools to all relevant retail markets, stakeholders and management in a timely manner
- Provide and ensure ongoing education and training
- Responsible for team performance, including metrics, auditing and outcomes
- Allocate claims within team, ensuring they are reviewed and recorded on CARAT within product standards, with correct policy coverage and appropriate cause and reserves
- Supervision of team members to ensure Service Level Agreements are complied with
- Timely completion of appraisal process
- Approve claims settlements within financial authority
- Ensure team has knowledge of Service Instructions and Policy Wordings

Qualifications for frontline leader

- Certified Coding Certification with AAPC or AHIMA
- Comprehensive knowledge of Medicare Risk Adjustment
- Experience with exposure with clients internal and external

- Must be able to work Monday through Friday 8-5 but be flexible with your hours based on business needs and hours could include weekends
- CCIS and MTV experience highly preferred