

## Customer Service Director

### Summary:

Responsible for developing and managing daily administrative and financial operations of the Customer Service department. Enhances the customer experience and ensures compliance with applicable regulations and guidelines. Plans, develops, and implements efficient customer service strategies, policies, and procedures. Evaluates procedures based on established metrics. Partners with senior leadership to achieve organizational goals and objectives. Provides leadership for culture and community-related programs. Supervises department staff through effective planning, performance management, training, and career development.

### Critical Tasks:

- Develops and manages behavioral change programs and diversity awareness training to educate employees about the culture of community and non-community members. Promotes better patient care service.
- Oversees staff and department performance daily to ensure adequate staff are available to support patient needs.
- Manages department operations and financials by developing annual budgets and implementing outcome measures of services, supplies, and equipment.
- Develops, implements, and maintains policies and procedures to guide the provision of services. Establishes and employs key metrics to track customer satisfaction.
- Works directly with Customer Service Supervisor, Representatives and Patient Advocates. Utilizes data to make process improvements, streamline internal communications, and ensures compliance with all regulatory mandates.
- Nurtures patient, family, and community relationships to contact possible clients and gains widespread attention on the availability of patient-centered services.
- Oversees and administers Patient Advocate Program in compliance with relevant regulations, including GRHC service standards, and reinforces timely resolution of each case.
- Constructs volunteer guidelines and training materials to teach work ethics and responsibilities that support interpersonal needs of patients and family members.
- Submits regular or ad-hoc reports to Chief Executive Officer and Chief Operating Office to identify areas of improvement and make recommendations in patient care, operations, personnel, and financial areas.
- Participates in GRHC committees, including Compliance Executive Committee, and other relevant leadership, department, and employee groups to discuss and support organizational goals and directives.
- Creates expected behaviors model that reflects appreciation of each patient and respect for patient differences.
- Ensures all customer service equipment are in good working condition; including wheelchairs, ensuring patient safety. Maintains updated logs of preventive maintenance and repairs. Submits work orders to Facilities and Safety department when necessary.
- Facilitates and conducts off-site presentations and lectures to non-community or GRIC entities as appropriate.
- Works collaboratively with other organizational departments for training and service improvement initiatives.
- Oversight and coordination of language and interpreter program organization wide.
- Performs other job-related activities as requested.

### Required Qualifications:

- Bachelor's degree in a related field of study preferred.
- 4+ years of experience in an acute-care hospital, clinical setting, or within hospitality or service-oriented sector required.
- Valid driver's license required. Must pass GRHC motor vehicle background to drive organization's vehicles.
- Cardiopulmonary resuscitation (CPR) certification required.
- National Incident Management System (NIMS) certification preferred.
- Gila River Community Member preferred.
- Knowledge of Gila River and Ak-Chin Indian Community and services offered by GRHC.
- Exceptional communication, interpersonal, and customer service skills.