



## **JOB DESCRIPTION**

**Job Title:** EBO Floor Supervisor

**LOCATION:** VERO BEACH FL 32960

**Department:** EBO Private Pay, Insurance and Support

**FLSA:** Non Exempt

**Reports To:** Assistant Manager

### **General Purpose of Job:**

EBO Supervisor assists in daily management and training of collection and support staff while maintaining quality assurance, ensuring goals and performance standards for all clients are met.

### **Essential Duties and Responsibilities:**

- Perform all duties of a collector
- Perform all duties of the Team Leader and Training Specialist
- Ensure all applicable federal and state laws and facility directives are followed at all times
- Open/close office ensuring safety of all associates on company property
- Provides the manager with daily feedback as to floor activities and accounts presented on dialer campaigns.
- Participate in interview process
- Responsible for hiring and maintenance of on-site hospital staff
- Directly supervise staff and team leaders within insurance, private pay and support departments on varying shifts
- Participate in training, development and evaluation process of collection staff
- Responsible for monitoring schedules, attendance and productivity of collectors
- Works with Assistant Operations Manager for account quality control, productivity and goal maintenance for all clients
- Possess strong communication skills, both verbal and written
- Participates in disciplinary issues for staff when necessary
- Participates in collector analysis process bi-monthly
- Attends departmental and office staff meetings weekly
- Follow all office procedures to maintain integrity of company
- Support the manager in words and actions by maintaining a positive, open work environment and be able to perform as the assistant manager in her/his absence
- **Will cover varying shifts within the EBO Department, Monday through Friday, occasional Saturday work may be needed**
- Other duties as assigned

### **Supervisory Responsibilities:**

This position has supervisory responsibilities of an assigned collection team with Team leaders reporting to this position

### **Education and Experience:**

High school diploma or general education degree required

Preference, but not required, six months plus experience as a telephone collector

### **Language Skills:**

Ability to read and interpret instructional materials such as policy guides, rules and compliance manuals in addition to analysis of client performance and productivity reports

Ability to write routine reports and short correspondence and memos  
Ability to present ideas and speak effectively in one-on-one and group settings

**Mathematical Skills:**

Ability to add, subtract, calculate figures and amounts such as commissions and percentages as they relate to American monetary values

**Reasoning Ability:**

Ability to solve practical problems and deal with a variety of situations where only limited information and facts are available

Ability to identify accounts that do not meet EBO criteria based on best collection effort, contractual or dialer selection process

Ability to interpret a variety of instructions furnished in written, oral and schedule form

**Certificates / Registrations:**

Completion of the FDCPA and HIPAA Standards exams

**Physical Demands:**

Ability to stand for long periods, sit, walk, wear a headset, use hands and fingers, talk, hear and see at close distance for duration of shift in an indoor, moderate noise level environment 40 hours weekly

**APPLICANTS MAY SUBMIT THEIR RESUME VIA FAX AT 772-299-1033 or via  
e-mail to [LBURNS@MEDDATSYS.COM](mailto:LBURNS@MEDDATSYS.COM)**