



Job Description

Job Title: Quality Assurance Agent

Department: Education Requirements

Reports To: Director of Education Requirements

FLSA Status: Non-Exempt

Mission

The American Registry of Radiologic Technologists promotes high standards of patient care by recognizing qualified individuals in medical imaging, interventional procedures, and radiation therapy.

Vision

ARRT will be the premier organization for credentialing healthcare technology professionals in medical imaging, interventional procedures, and radiation therapy.

Values

ARRT is a principled and mission-driven organization that values and demonstrates quality, integrity, objectivity, and evidence-based decision making.

Position Summary

The Quality Assurance (QA) Agent will provide oversight of Education Requirements-related communications and products being distributed by ARRT. The agent will focus on contact agent content consistency and accuracy and will drive continuous quality improvement by identifying opportunities and providing data to support improvements and change.

Core Competencies

Customer Focus- Personally, demonstrates that external (and internal) customers are a high priority. Recognizes that ARRT serves various types of customers and that their expectations may not align with those of the organization. Identifies customer needs and expectations and responds to them in a timely and effective manner, within parameters set by the organization. Anticipates and prevents delays or other things that can unnecessarily affect the customer adversely.

Communication- Communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Speaks in a clear and credible manner, selecting the right tone for the situation and audience. Listens to others and allows them to make their point. Is receptive to feedback.

Building Team Environment- Establishes an environment that creates incentives for, and eliminates barriers to, a team environment. For example, articulates common goals, communicates how individual roles contribute to team success, provides both clear direction and sufficient resources while removing or reducing obstacles to team success. This contrasts with those who reward competitive behavior within the team, fail to connect individual roles to team goals, talk/write about the importance of teamwork without providing adequate resources or fail to play a key role in neutralizing any other obstacles to team success.

Work Ethic- Is keenly aware of the time frame in which tasks or projects need to be done. Accepts and mirrors the level of urgency conveyed by manager or customer being served. Puts priority on the needs of the organization or the needs of its customers.

Duties and Responsibilities

Education Requirements Quality Assurance

1. Reviews quality of work and performance of Education Requirements Call Agents through live monitoring and use of call recording system and applications.
2. Identifies training needs and communicates needs to supervisor as needed.
3. Compiles Quality Assurance (QA) assessments of call center agents, and documents results within established repository in accordance with defined departmental policies and procedures.
4. Uses quality monitoring system that includes key performance Indicators (KPI) to compile and track performance at team and individual level.
5. Engages in calibration sessions on calls for all products/programs with call center management.
6. Identify and recognize call center quality and performance trends and communicate to leadership team.
7. Provides actionable data and feedback to call center supervisors and leadership team including opportunities for rewarding and developing staff.
8. Maintains working knowledge of all applicable ARRT policies and procedures.
9. Assist with updating policy and procedures.
10. Assist as a subject matter expert in projects or meetings.
11. Assist with developing training materials.
12. Maintain scripting materials for agents.

Miscellaneous

1. Model and embrace ARRT's commitment of providing world class customer service, especially via communications with internal customers in response to questions or data in both verbally and in writing.
2. Participate in ongoing learning activities to improve job performance (e.g., goals, development plans, software training).
3. Communicate and collaborate with other staff members in a culture of continuous quality improvement.
4. Perform other duties as assigned.

Minimum Requirements

EDUCATION

Associates degree or equivalent experience is required.

EXPERIENCE

2+ years call center management experience is preferred.

2+ years quality related administration experience is preferred.

Metrics analysis and data presenting experience is preferred.

SKILLS AND ABILITIES

Adaptable

Adaptable to changing needs of the position, department, or organization.

Attention to Detail

Thorough in accomplishing a task focusing on all the areas involved, no matter how large or small. Monitors and checks work or information and plans and organizes time and resources efficiently.

Computer skills-Basic

Skill in the use of personal computers, Microsoft Office and related software applications.

Decision Making

Identifying options, gathering information about their suitability, taking into account conflicting priorities and constraints, then using this information systematically in choosing the optimum course of action. Knowing what to do based on the information available.

Responding quickly and effectively.

Documentation

Direct the development and maintenance of systems, records, and legal documents that provide for the proper evaluation, control, and documentation of operations.

Job-Focused Learning

Demonstrates desire to acquire necessary technical knowledge, skills, and judgment to accomplish a result or to serve a customer's needs effectively. Has desire and drive to acquire knowledge and skills necessary to perform the job more effectively.

Multi-Task

Performs multiple tasks at one time.

Problem Solving/Analytical Thinking

Builds a logical approach to address problems or opportunities or manage the situation at hand by drawing on own knowledge and experience base and calling on other references and resources as necessary. Undertakes a complex task by breaking it down into manageable parts in a systematic, detailed way. Anticipates the consequences of situations. Thinks of several possible explanations or alternatives for situations.

Proofreading/editing skills

Requires solid knowledge of appropriate spelling, punctuation, and grammar usage.

Reliable

Reports to work on time as scheduled.

Understand and Follow Procedures

Ability to understand and follow instructions and written procedures.

Physical Demands

Close Visual Acuity- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication of parts at distances close to the eyes.

Fingering- Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.

Hearing- Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make fine discriminations in sound.

Reaching- Extending hand(s) and arm(s) in any direction.

Repetitive Motions- Substantial movements (motions) of the wrists, hands, and/or fingers.

Sedentary Work- Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Talking- Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with patients, customers, and fellow employees.

Employee Signature

Signature

Date Signed