



<https://ardentus.com/job/team-lead-2/>

Team Lead

Description

- **Pay Rate:** Highest in the industry plus team production bonus
- **Job Type:** Non-voice, full time, 100% remote, work from home
- **Shift:** Day shift or night shift

Responsibilities

- Manage a team of Medical Scribes/Reviewers and Remote Staff
- Provide leadership, training, and mentoring to team members
- Optimize work assignments and team scheduling
- Continually improve service delivery by reviewing team performance
- Ensure quality work and quick turnaround times
- Ensure team and individual targets are met
- Accountable for work completed by team
- Report team's performance at regular intervals
- Coordinate with the client's office team

Qualifications

- Bachelor's Degree in any healthcare-related course or equivalent
- Experience as a Team Lead in a BPO is a big plus
- Experience either as a Medical Scribe, Senior Medical Scribe, or Medical Transcriptionist is a big plus
- Knowledge of medical terminology and human anatomy
- Laptop and/or desktop
- Typing speed 30+ WPM
- Excellent English language listening, writing, and speaking
- Private space to work to maintain privacy of sensitive patient information
- Fiber optic connectivity with a minimum speed of 25 Mbps. Backup internet connection
- Noise-cancelling headset

Job Benefits

- Broaden your knowledge through modern management and leadership training
- Meaningful work that impacts people's lives
- Upward mobility based on performance
- A chance to add experience that will better your prospects in the future
- Supportive management for your professional and personal growth
- Ethos of mindfulness and social responsibility
- Experience cutting edge technology with artificial intelligence and machine learning
- Working with us will make you a better leader and a better version of yourself

Employment Type

Full-time

Industry

Healthcare

Job Location

Multiple work locations

Remote work possible

Working Hours

Day shift or night shift

Date posted

July 18, 2022

Contacts

Please include references and their contact information in your CV.