



<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.