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Career Ladder **Contact Center**

The Contact Center services include, but are not limited to, patient phone and digital interactions, appointment and schedule management, customer service, and crisis call management.

Job Title

Qualifications

Contact Center Agent I

- High School Diploma or equivalent
- Minimum six months Receptionist, Front Desk, Call Center, or Contact Center experience

Contact Center Agent II

- High School Diploma or equivalent
- One year customer service or call/contact center experience
- Must have a minimum of 90 days experience as a PMS Contact Center Agent I

Contact Center Agent - Lead

- High School Diploma or equivalent
- Minimum one year experience as a PMS Contact Center Agent with some experience as a PMS Contact Center Agent II

Contact Center Supervisor I

- High School Diploma or equivalent
- Three years' related education, training and/or experience

Contact Center Supervisor II

- Bachelor's Degree plus one year call center experience **OR**
- High school diploma or equivalent plus five years related education, training and/or experience
- One year PMS Contact Center Supervisor I experience

Contact Center Director

- Bachelor's Degree **OR**
- High school diploma or equivalent plus four years related education, training and/or experience
- Five years' additional call center management experience