



AI Agent Analyst – Healthcare Tech Startup
Full-time, Part-time, or Internship / Co-Op Opportunity
Birmingham, AL (*In-person*)

Job Description:

Join a fast-paced, mission-driven team dedicated to transforming healthcare access through cutting-edge Artificial Intelligence (“AI”) solutions. Transform9 (“T9”) is seeking to hire an AI Agent Analyst who will play a pivotal role in ensuring the highest quality of our patient interactions. The AI Agent Analyst will review and analyze patient phone calls managed by our AI Agents. The role involves ensuring that interactions meet our quality standards, effectively answer patient queries, modify appointments accurately, and appropriately escalate important patient concerns to the clinical team. As a rapidly growing startup, we will offer you the opportunity to help shape the future of AI in healthcare while advancing your career in a collaborative environment.

Responsibilities:

- Call Monitoring: Listen to and review recorded patient phone calls and transcriptions
- Quality Assessment: Evaluate calls for accuracy, compliance with protocols, and overall patient satisfaction
- Feedback and Reporting: Provide detailed feedback on call performance and identify areas for improvement
- Protocol Adherence: Ensure interactions comply with HIPAA regulations
- Performance Metrics: Develop and track key performance indicators (KPIs) related to call quality and patient satisfaction
- Training Support: Assist in developing training materials to improve performance based on call reviews
- Collaboration: Work closely with the Transform9 development team to communicate findings and suggest enhancements
- Documentation: Maintain accurate records of call reviews, test cases, feedback, and improvement actions
- Error Monitoring: Manage error monitoring tools to detect issues in real-time and collaborate with the development team to resolve issues

Qualifications & Skills:

- Bachelor’s degree or a student seeking a Bachelor’s degree in MIS, AI, healthcare, IT, communications, or a related field
- Fluent in English (both written and spoken)
- Prior experience working for a technology company is preferred but not necessary
- Desire to work in a fast-paced, competitive start-up environment
- Excellent organizational skills with attention to detail
- Strong analytical and problem-solving abilities
- Exceptional communication and interpersonal skills
- Proactive and willing to manage multiple projects simultaneously
- Proficient in Microsoft Office / Google Suite and willing to learn new technologies



Compensation & Benefits:

- Competitive annual salary (*full-time*) or hourly rate (*part-time*)
- Annual bonus opportunity (*full-time*)
- Medical, dental, and vision insurance (*full-time*)
- Paid time off (*full-time*)
- Opportunity to work with innovative AI technology in the healthcare IT sector
- Professional development and career growth opportunities
- Collaborative office environment

Interview Process:

- Submit Resume / CV and Cover Letter to careers@transform9.com
- 15-Minute Phone Introduction to Company and Position
- Reference Checks and Candidate Assessments
- Initial Interview with Take-Home Case Study
- Final Interview with Case Study Review