

WORK VAPOR

Job Link: <https://workvapor.com/jobs/outbound-team-supervisor-65k-75k-sales-leadership-232371/>

HIRING ORGANIZATION

Cadence

EMPLOYMENT TYPE

Full-time

JOB LOCATION

? Remote work from: United States

DATE POSTED

? 09/13/2026

OUTBOUND TEAM SUPERVISOR – \$65K-\$75K – SALES LEADERSHIP

BASE SALARY

USD 65000 - USD 125000

DESCRIPTION

Outbound Team Supervisor

Company: Cadence

Location: United States

Work Type: Fully Remote

Employment Type: Full-time

Base Salary: \$65,000–\$75,000 per year

OTE: \$115,000–\$125,000 per year

Contact Details

Accommodation Email: people@cadencerpm.com

Application: Applications are accepted through Cadence's official careers page

About Cadence

Cadence is a clinical AI company focused on chronic disease care.

Its technology supports patient monitoring, risk identification, and care coordination. The company works with more than 20 health systems and serves a large patient population.

About the Position

Cadence is hiring an Outbound Team Supervisor to lead a team of Outbound Patient Enrollment Specialists.

The supervisor will manage daily coaching, quality, productivity, and performance. The role will help ensure patient conversations meet Cadence standards for clarity, trust, and

compliance.

This is a high-volume, phone-based environment. Both consistency and speed are important.

Key Responsibilities

- Lead a team of Outbound Patient Enrollment Specialists.
- Provide daily coaching.
- Coach team members on call quality.
- Monitor script adherence.
- Support strong patient communication.
- Monitor call volume.
- Track enrollment conversion.
- Monitor team productivity.
- Adjust team focus to meet performance targets.
- Conduct call audits.
- Complete quality assurance reviews.
- Provide direct feedback to specialists.
- Handle escalated patient concerns.
- Resolve complex enrollment cases.
- Manage daily team scheduling.
- Maintain pipeline coverage.
- Keep enrollment volume aligned with physician referrals.
- Onboard new team members.
- Train specialists on scripts.
- Train specialists on CRM workflows.
- Train specialists on HIPAA-compliant patient handling.
- Report team performance.
- Report enrollment trends to the enrollment operations lead.

Required Qualifications

- 5+ years of experience in outbound sales, customer service, or patient enrollment.
- Experience with high-volume phone-based work.
- Experience making high-volume outbound calls.
- Ability to work effectively in a fast-paced environment.
- Working knowledge of CRM platforms.
- Experience with dialer platforms.
- Ability to manage team pipeline coverage.
- Strong patient confidentiality practices.
- Knowledge of HIPAA requirements.
- Strong written communication skills.
- Strong verbal communication skills.
- Experience handling sensitive patient conversations.
- Experience handling escalated issues.
- Previous team lead or management experience.
- Experience using AI tools such as Claude or Gemini.

Performance Focus

The supervisor will be responsible for team productivity and enrollment performance.

Key areas include:

- Call quality.
- Script adherence.
- Call volume.
- Enrollment conversion.
- Productivity.
- Pipeline coverage.
- Appointment and referral support.
- Patient communication.
- Quality assurance.
- Follow-up and issue resolution.

Compensation

The anticipated base compensation is \$65,000–\$75,000 per year.

The position is also eligible for incentive compensation. The expected on-target earnings are \$115,000–\$125,000 per year.

Actual compensation depends on experience, skills, internal equity, location, and applicable law.

Benefits

- Competitive pay and equity.
- Fully remote work.
- Medical insurance.
- Dental insurance.
- Vision insurance.
- Paid time off.
- 401(k) plan.
- 401(k) matching.
- Paid parental leave.
- Home office stipend.

Benefits may vary based on job profile, job level, and worker type.

Work Environment

- Fully remote.
- United States-based position.
- High-volume phone environment.
- Team leadership responsibilities.
- Patient-facing operations.
- Fast-paced work setting.

Application Information

Cadence directs candidates to apply through its official careers page.

Cadence states that it does not direct candidates to external application websites or request payment or personal information as part of the application process.

Accommodation Contact

For reasonable accommodation during the hiring process, contact:

people@cadencerpm.com

This email is provided for accommodation requests.

Company Contact Information

Cadence

Location: United States

Work Type: Fully Remote

Employment Type: Full-time

Accommodation Email: people@cadencerpm.com