



JOB DESCRIPTION

Job Title: Call Center Representative

Classification: Non-Exempt

Reports To: Registration Lead

Summary/Objective: This key person will serve as the hub for all incoming calls to our Westside location and is responsible to route these calls to their appropriate departments.

Essential Functions:

Act as a liaison for the patients and the Clinic:

- Direct calls to other departments as needed
- Use sound judgment in handling calls, especially with upset patients
- Answer questions and offer other information as requested, to provide patient-focused service and a positive impression of the organization
- Understanding of when to escalate calls to the appropriate Manager/Supervisor

Competencies:

- Ability to handle confidential and sensitive information
- Ability to communicate clearly and effectively over the phone and in writing
- Ability to relate to persons with diverse educational, socioeconomic, and ethnic backgrounds
- Ability to handle call center environment: work quickly and multi-task
- Ability to demonstrate good customer service
- Ability to establish and maintain positive working relationships with staff and patients
- Ability to learn various systems quickly and efficiently
- MUST have a positive, upbeat attitude

Work Environment:

This job operates in a professional manner in an office setting in a medical environment

Position Type/Expected Hours of Work:

- This is a full-time position
- The work hours are Monday – Friday; 800am – 500pm with an hour lunch.
- This position routinely works during normal business hours with very few extended hours or days

Required Education and Experience:

- High school diploma or equivalent and 2 or more years of medical office experience preferred, but exceptions will be made for the right candidate