



## Call Center Representative

The Achievable Foundation (aka “Achievable”) is a nonprofit Federal Qualified Community Health Center whose mission is to provide high quality, integrated care to individuals with intellectual and developmental disabilities, their families, and other vulnerable populations.

### JOB SUMMARY

Reporting to the Health Center Manager the Call Center Representative will be responsible for providing quality customer service by answering phones, scheduling appointments, and performing assigned clerical task.

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Deliver excellent customer service while interacting with patients, their caregivers, and other guests of The Achievable Foundation.
- Answer incoming telephone calls in a prompt and courteous manner, and handle each call appropriately.
- Obtain and enter all essential information needed to complete a scheduled appointment, accurately.
- Verify patient’s insurance prior to scheduling an appointment.
- Update and modify patient demographic information in Success EHS as needed.
- Obtain and route messages for department personnel.
- Provide accurate and consistent information regarding the services at The Achievable Foundation.
- Maintain confidentiality and security of Protected Health Information.
- Handle and resolve customer complaints with tact and diplomacy.
- Work effectively and cooperatively with other departments and staff.
- Perform other general office duties as needed.

### QUALIFICATIONS

- Must have a good working knowledge of personal computer applications and have the ability to type at a moderate speed; knowledge of an electronic health record is a plus.
- Must be able to interact with people of various socioeconomic status.
- Ability to address sensitive issues with tact and diplomacy.
- Must be bilingual in English and Spanish.
- Strong communication skills both verbal and written are a must.
- Must possess an understanding of private and public health plans and working knowledge of the various insurances.

### PHYSICAL DEMANDS

While performing the essential functions of this job, the incumbent must be able to do the following: stand for extended periods; sit for extended periods; bend and reach for filing and other job-related functions; climb up and down stairs; bend, stoop, and lift to move and retrieve materials; pull, push,



and lift; reach both above and below shoulder height. Specific visual abilities include close vision, color vision, depth perception, and the ability to adjust focus. Must be able to visually inspect work. Manual dexterity to operate computer and other office equipment required.

The physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made.

Interested candidate should send cover letter and resume via email to [employment@achievable.org](mailto:employment@achievable.org). Please be sure to include the job title in the subject line.