Job Description

Job Title: Clinic Support Staff - Call Center Rep.  Reports to: Business Office Manager
Job Classification: Full Time  Salary: Based on experience and qualifications.
Contact: CHAP- Human Resources Department

I. SUMMARY
Call Center Representatives are responsible for servicing patients via inbound calls, responding to their inquiries and determining the appropriate actions. The qualified team player must have the ability to maintain a professional demeanor in a high call volume environment, a demonstrated commitment to outstanding customer service, and familiarity with Windows and internet based PC programs. Excellent verbal communication skills are required and previous experience in a call center environment is helpful. Bilingual English/Spanish is a must.

II. DUTIES AND RESPONSIBILITIES
- Screen and route patient calls efficiently ensuring accurate registration, appointment scheduling and follow-up appointment scheduling into database.
- Respond to patient’s questions and needs by editing, canceling and re-scheduling appointments as necessary according to clinic protocols.
- Ensure accuracy of data input with scheduling, registration, etc.

III. JOB REQUIREMENTS
- High school diploma or equivalent with 1-2 years progressive work experience in a medical setting.
- Effective interpersonal and communication skills required.
- Excellent telephone etiquette required.
- Knowledge of medical terminology preferred.
- Medical office assistant experience preferred.
- High level of skill in entering data into computer while talking with patients.
- Must have excellent customer service skills, e.g. the ability to develop and maintain effective working relationships with staff and patients.
- Must be able to type 35 wpm with 90% accuracy on the typing test.
- Bilingual English/Spanish.

_________________________________________  ____________________
Employee Signature  Date

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Supervisor Signature  Date