

Job Description



Position Title: Telephone Operator I
Supervises: None
Reports To: Patient Services Manager
Written by: Human Resources Department

Department: Clinic
FLSA: Non-Exempt
Effective Date: 9/16
Salary Grade: 6
Approved by: CEO

General Summary:

The telephone operator is responsible for answering multi-line telephone, triaging calls, taking messages, and scheduling appointments. The telephone operator serves as a liaison between caller and medical support staff.

Essential Duties: (*Essential Functions)

- Operates multi-line telephone, ensuring that all calls are channeled to, and responded by the appropriate personnel
- Effectively communicate with patients', physicians and other staff both within the Clinic and at outside facilities providing accurate, timely, and responsive information.
- Responds to caller's requests, referring to alphabetical or geographical directories to answer questions and provide telephone information
- Provides information regarding inquiries in a professional manner.
- Ensures efficient telephone communication.
- Follow all written SCFHC protocols and procedures.
- Demonstrate courtesy and helpfulness toward patients and their families
- Utilize computer to obtain pertinent information.
- Actively listens to patients and other callers to ensure the patient/caller will have a positive experience in our office.
- Ability to multitask and work as a team.
- Serves as a liaison between patients and medical staff.
- Ability to establish and maintain effective working relationship with physicians, employees and patients
- Announces codes according to policies and procedures.
- Suggests and checks alternate spellings, locations, or listing formats to customers lacking details or complete information
- Observes signal lights on switchboards, and dial or press buttons to make connections
- Operates telephone system to advance and complete connections, including those for local, long distance, pay telephone, mobile, person-to-person, and emergency calls
- Performs clerical duties such as typing, proofreading, and sorting mail
- Schedules appointments
- Makes reminder calls for scheduled appointments
- Makes recalls for patients needing follow-up medical care
- Attendance and punctuality is essential in order to provide quality of care to patients, telephone interaction with patients, and to work multi-line telephone
- Represents SCFHC in a positive, professional, responsible manner to staff, providers, case managers, and team members
- Demonstrates initiative, exertion, drive, desire for self-improvement, and learning ability for advancement

Other Responsibilities:

- Follows all SCFHC policies and procedures
- Other duties as assigned

Job Description



Job Specifications: *(Knowledge, skills, abilities and experience normally required for competent performance)*

Education and Knowledge

- High School Diploma or equivalent required
- Vocational training in Office Administration, preferred

Experience

- Must have minimum 1 – 2 years' experience as an operator preferably in a medical clinic setting
- Experience with multi-line system (10-12 lines)

Skills and Abilities

- Excellent customer service skills
- Experience with customer service and multi-line phones
- Excellent oral and written communication skills
- Familiar with Medical Terminology
- Basic typing and keyboarding skills.
- Strong organizational and interpersonal skills.
- Familiarity with computers, MS Office Suite and other office equipment.
- Maintain calm and positive attitude in stressful situations.
- Have the ability to respond to changing workload and work environment
- Must be a team player and work in order to accomplish common goals in the department
- Must be able to multi task and work in a fast paced environment
- Must have the ability to maintain professionalism at all times.
- Ability to complete work tasks in timely manner.
- Ability to accept accountability for daily actions by utilizing self-evaluation, patient evaluations, and supervisor evaluations to modify job performance.
- Must be very detail orientated.
- Must maintain patient confidentiality in accordance with SCFHC policy and HIPPA guidelines.
- Type 40 wpm
- Ability to handle multiple phone line

Licensure and Certifications

- None

Financial Responsibility and Authority:

- None

Announces codes according to policies and procedures

Job Description



Working Condition Demands:

Key (Based on typical week):

N=Never

F= Frequent (34%-66% of time)

R= Rarely (Less than 1 hour per week)

C=Constant (over 66% of time)

O=Occasional (1%-33% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
Lifting/Carrying						Pushing/Pulling					
Under 10 lbs		x				Under 10 lbs		x			
11-20 lbs	x					11-20 lbs	x				
21-50 lbs	x					21-50 lbs	x				
51-100 lbs	x					51-100 lbs	x				
Over 100 lbs	x					Over 100 lbs	x				
Twisting/Turning						Driving					
Reach over shoulder	x					Automatic Trans	x				
Reach over head	x					Standard Trans	x				
Reach outward				x							
Climb	x										
Crawl	x					Other					
Kneel	x					Keyboard/Ten					x
Squat	x					Key					x
Sit					x	Fingering (fine dexterity)				x	
Walk-Normal Surfaces					x	Handling (grasping, holding)			x		
Walk-Uneven Surfaces	x					Repetitive Motion - Hands	x				
Walk-Slippery Surfaces	x					Repetitive Motion - Feet	x				
Stand		x									
Bend	x										

Adherence of SCFHC Policies:

To adhere to the SCFHC policies as they pertain to department and Human Resources Department

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Employee's Acknowledgement:

I have had the opportunity to ask questions and understand that the above information on this job description has been designed to indicate the general nature and not designed to contain a comprehensive inventory of all duties, responsibilities and qualification to this job. In addition, my job title, duties, responsibilities and compensation can change with or without notice based on the needs of the company. Moreover, this job description does not change my "at-will" status with the company.

Name of Employee: _____ Signature: _____ Date: _____