



Job Description

Position Title: Customer Service Specialist
Department: Quality Improvement/Quality Assurance
Position Reports to: Quality Improvement/ Quality Assurance Manager
Status: Full-Time, Union

Position Summary: Position requires excellent customer service skills with patients, employees, and the public, including but not limiting to: offering friendly, courteous, and confidential assistance to every patient to ensure that the patient has a positive experience while at Clinica Romero. Customer Service Specialist ensures every patient feels valued and understood while working with various department to promote patience, empathy, active listening, and timely follow through. Individual must be flexible, organized and must be able to manage a demanding workload with accuracy. In addition, supports Clinica's Mission Statement and complies with the all policies and procedures of the organization. The Customer Service Specialist represents CMOAR in a positive and responsible manner at all times.

Responsibilities:

- Welcomes and greets patients as they enter Clinica Msr. Oscar A. Romero.
- Assist patients with questions and direct them to proper departments or personnel.
- Answers incoming calls, take messages, transfer calls and provide information to other departments upon request.
- Manage written campaigns/broadcast messages or individual texts for target population, utilizing messaging application and My Chart portal.
- Translates for patients when necessary.
- Assist with the increase of performance improvement measures.
- Assure timeliness of services to patients and looks after their comfort while on premises.
- Initiate phone calls to and manage communication with prospective patients, including those who lack healthcare access.
- Make reminder calls to patients about upcoming appointments.
- Respond to patient inquiries promptly, and follow-up on patient issues and resolutions to ensure quality customer service.
- Work in conjunction with quality improvement department, Clinic Office Managers and Directors to develop and implement strategies to better engage and retain patients.
- Work with various departments to implement a comprehensive community outreach and engagement plan and messaging materials.
- Enhance communication with patients in regards to services rendered at CMOAR to improve quality service and reduce no-show rates.
- Respond to patient inquiries promptly, and follow-up on patient issues and resolutions to ensure quality customer service
- Develop the use of emerging technology or media for patient engagement.



- Educate residents about CMOAR services, initiatives, projects, developments, and important community related topics.
- Attend health fairs and community meetings to encourage potential patients to access CMOAR services.
- Maintain knowledge in eligibility, enrollment and program specifications for various Medicaid and Medicare insurance programs and others.
- Ensure patient confidentiality and high quality customer service at all times.
- Other duties as assigned.

Observes CMOAR Appearance/Dress Standards.

- Observe regulations on time card use and reporting.
- Maintain attendance as a policy.
- Maintain a clean and safe work area.
- Observe general Safety/Employee Health policies and procedures.
- Maintain a current annual health screening.
- Observe CMOAR Appearance/Dress standards.
- Maintain the privacy and confidentiality of both client and employee with regard to medical records.
- Display clearly visible identification.
- Treat all patients with respect and dignity and adheres' to the Patient Bill of Rights.
- Treats all employees with respect and dignity in accordance to non-discriminatory policy and procedure.
- Treat all employees/clients in a courteous and professional manner.
- Conduct only work related conversations when clients are waiting for service.
- Do not discuss other staff members, policies, problems or medical care in public areas of clinic.

Qualifications/Requirements:

- High school graduate or equivalent. Training in a medical office or similar setting, preferred.
- Typing a minimum of 45 words per minute. MS Excel / EPIC experience preferable.
- Ability to communicate effectively, verbal and written; work without close supervision, detail oriented and well organized.
- Work in team-oriented environment, and work well under deadlines.
- Previous experience in a community clinic setting, billing and/or collections a plus.
- Bi-lingual English and Spanish.
- Ability to handle multiple tasks and work in a busy environment.
- Prior experience in a call center, contact center, outbound, inside sales, and/or outreach team preferred.
- Excellent written and verbal communication skills
- Exceptional attention to detail
- Ability to provide service to individuals with diverse economic, social, racial, and cultural backgrounds.



Clinica
Monseñor Oscar A.
Romero

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- Good written and verbal communication skills, including ability to communicate effectively and with patients and family members who speak English as a second language.
- Able to cope with change and innovation.
- Able to work collectively with other team members.
- Ability to multi-task and work quickly with minimal errors.
- Ability to transport to various locations such as outreach events, seminars, trainings, committee meetings.
- Must provide proof of up-to-date COVID-19 vaccinations including recommended doses in the primary series AND booster dose when eligible.

CLINICA MSR. OSCAR A ROMERO IS AN EQUAL OPPORTUNITY EMPLOYER