



## Job Posting

**Title:** Telephone Operator

**Base Salary Range:** \$43,680-\$45,760 plus benefits

**FTE:** Full-Time Non-Exempt

**Our Mission:** The Mission of South Central Family Health Center is to improve the quality of life for the diverse Community of inner-city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient, and culturally responsive services.

**General Summary:** The telephone operator is the first point of contact and is responsible for answering multi-line incoming calls, triaging calls, taking messages, and scheduling appointments. The telephone operator serves as a liaison between the caller and medical support staff.

- 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.
- Demonstrate courtesy and helpfulness toward patients and their families.
- Actively listens to patients and other callers to ensure the patient/caller will have a positive experience in our office.
- Serves as a liaison between patients and medical staff.
- Ability to establish and maintain effective working relationships with physicians, employees, and patients.
- Suggests and checks alternate spellings, locations, or listing formats to customers lacking details or complete information.
- 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.

### Education and Experience Knowledge:

- High School Diploma or equivalent required.
- Vocational training in Office Administration, preferred.
- Demonstrated knowledge of the NextGen Electronic Health Record (EHR) system
- Bilingual/bi-literate English/Spanish preferred.
- Excellent oral and written communication skills
- Familiar with Medical Terminology
  - Must have minimum 1 – 2 years' experience as an operator preferably in a medical clinic setting
  - Must have 1 year of customer service skills
  - Experience with multi-line system (10-12 lines) or switch board system



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- Knowledge of NextGen Electronic Health Record (EHR) system.

**Top benefits or perks:** As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health care, dental, life insurance
- 403 (b) Retirement plan
- Education Reimbursement Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company.

### **Contact/application information:**

To apply please visit South Central Family Health Center's website at:

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>