

JOB DESCRIPTION

POSITION TITLE:	Call Center Agent
LOCATION:	HOPE Clinic (Main)
REPORTS TO:	Call Center Team Lead
EDUCATION:	High School Diploma or GED; Associate degree preferred
WORK EXPERIENCE:	2 years or more in healthcare preferred
SALARY MINIMUM:	\$11.00/hour
SALARY MAXIMUM:	\$15.00/hour
FLSA STATUS:	Hourly – Non-Exempt
POSITION TYPE:	Full-Time
POSITION REQUIREMENTS:	Bilingual- Burmese & English OR Spanish & English

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, religion or national origin.

JOB SUMMARY:

Under general supervision, the Call Center Agent will be responsible for professionally responding to telephone inquiries from callers and ensuring patient satisfaction by providing quality service, identifying patient needs and assisting them with issues/concerns related to health care issues.

MAJOR DUTIES & RESPONSIBILITIES:

- Answer telephone promptly and in a polite and professional manner.
- Obtain and enter accurate demographic information into eClinical Works.
- Schedule appointments properly and inform patient of items to bring to appointment.
- Answer questions and offer other information, as requested, to provide patient-focused service and a positive impression of the organization.
- Act as a liaison for the patients of the clinic.
- Direct calls to other departments as necessary.
- Use sound judgment when handling calls, especially with irate patients.
- Understand when to escalate calls to medical personnel/physicians/managers.
- Positively contribute to staff morale and corporate culture.
- Ensure that work assignments and information gathered from day to day work is not shared with anyone and protects all patient and agency information. Is knowledgeable of and maintains HIPAA standards of privacy and confidentiality.
- Ensure that our patients get the best possible care.
- Carry out other duties as assigned and supports the agencies Mission, Vision and Values

Statement.

- Schedule and contact patients for required programs and appointments as assigned
Perform other duties as assigned.

QUALIFICATION REQUIREMENTS:

- Ability to communicate effectively on the telephone
- Ability to relate to patients with diverse educational, socioeconomic, and ethnic backgrounds
- Strong written and oral communication skills
- Strong customer service skills
- Ability to handle confidential and sensitive information
- Insurance and medical experience preferred
- Proficient in use of computers and software programs
- Must be detail oriented and able to handle multi-tasks
- Office equipment (e.g., computer, copier)
- Must be able to handle multiple tasks, complexity, and diversity of customers

EDUCATION and/or EXPERIENCE:

High School diploma or GED is required; Associates Degree is preferred. Experience in the medical field or prior call center experience is preferred.