

## **JOB DESCRIPTION**

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<b>POSITION TITLE:</b>	Call Center Agent
<b>LOCATION:</b>	HOPE Clinic (Main)
<b>REPORTS TO:</b>	Call Center Team Lead
<b>EDUCATION:</b>	High School Diploma or GED; Associate degree preferred
<b>WORK EXPERIENCE:</b>	2 years or more in healthcare preferred
<b>SALARY MINIMUM:</b>	\$11.00/hour
<b>SALARY MAXIMUM:</b>	\$13.00/hour
<b>FLSA STATUS:</b>	Hourly – Non-Exempt
<b>POSITION TYPE:</b>	Full-Time
<b>POSITION REQUIREMENTS:</b>	Bilingual in English and Spanish/Arabic is required

*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;
- Contact patients for required programs;
- Follow up with rescheduling missed appointments as assigned;

- Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision, and Values.

**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.

**TRAVEL REQUIREMENTS:**

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

**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.

**LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percentages.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

**OTHER SKILLS and ABILITIES:**

- Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is strongly preferred;
- Above average skills in language ability as well as public speaking and writing;
- Must have good transportation and a valid Texas Driver's license.

**LEADERSHIP RESPONSIBILITIES:**

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

**WORK COMPLEXITY/INDEPENDENT JUDGEMENT:**

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

**PROBLEM SOLVING:**

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

**COMMUNICATION/INTERACTIONS:**

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

**IMPACT OF DECISIONS:**

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

**PATIENT RELATIONSHIPS:**

Follow through with patient inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

**AMERICANS WITH DISABILITIES SPECIFICATION:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach;
- Specific vision abilities required by this job include close vision requirements due to computer work; Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required;
- Must have the ability to lift up to 50 lbs

**WORKING/ENVIRONMENTAL CONDITIONS:**

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

*HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.*