



JOB TITLE: Call Center Representative
REPORTS TO: Call Center Manager
FLSA STATUS: Non-exempt

EDUCATION AND EXPERIENCE:

1. High school diploma or equivalent.
2. Two years minimum experience in customer service.

ESSENTIAL SKILLS AND ABILITIES:

1. Excellent customer service and communication skills.
2. Accurate data entry.
3. Ability to work as a team member.
4. Management of multiple tasks simultaneously.
5. Motivation to succeed.
6. Strong organization with attention to detail.
7. Empathetic personality with concern and respect for patients' needs.
8. Composure under pressure.

RESPONSIBILITIES:

1. Data Entry and Chart Administration

- a. Schedules, reschedules, and cancels appointments as necessary.
- b. Updates patient recalls as necessary.

2. Telephone and Greeting

- a. Answers telephone calls promptly (two rings).
- b. Addresses the caller's concern.
- c. Directs all calls to appropriate personnel.
- d. Identifies emergency calls and schedules appropriately.

3. Consistent Patient Follow-Up

- a. Keeps an active cancellation list and uses as necessary.
- b. Confirms all appointments.

4. Financial Responsibilities

- a. Obtains proper insurance information.

Physical Requirements:

Hearing: Adequate to perform job duties in person and over the telephone. Speaking: Must be able to communicate clearly to patients in person and over the telephone. Vision: Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens. Other: Requires occasional lifting and carrying items weighing up to 10 pounds unassisted. Requires frequent bending, reaching, and repetitive hand movements (specifically keyboarding and writing), standing, walking, squatting and sitting, with some lifting, pushing and pulling exerted regularly throughout a regular work shift. The above is intended to describe the general content and requirements for the performance for this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.