

POSITION SUMMARY:

The telephone operator is responsible for answering multi-line telephone, taking messages, and scheduling appointments. The telephone operator serves as a liaison between caller and medical support staff.

RESPONSIBILITIES:

1. Answer telephone promptly and in a polite and professional manner.
2. Obtain and enter accurate demographic information into computer system (address, telephone number, name of insurance, etc.).
3. Schedule appointment correctly-review appointment date, time, location, and provider name with caller.
4. Inform caller of items to bring to appointment (including insurance card, office visit fee, etc.).
5. Remind caller to arrive 15 minutes before scheduled appointment to complete paperwork, Remind caller of cancellation/no-show policy.
6. Answer questions and offer other information, as requested, to provide patient-focused service and a positive impression of the organization.
7. Act as a liaison for the patients and the Health Center.
8. Direct calls to other departments as needed.
9. Use sound judgement in handling calls, especially with upset patients.
10. Understanding of when to escalate calls to physicians/practice manager/clinic staff.
11. Make calls to reschedule appointments when necessary.
12. Provide assistance with mailings and other projects as call volume permits.

KNOWLEDGE, SKILLS, ABILITIES:

- Ability to handle confidential and sensitive information.
- Ability to communicate effectively on the telephone.
- Ability to relate to persons with diverse educational, socioeconomic, and ethnic backgrounds.
- Ability to handle “Call Center” environment: work quickly and multi-task.
- Ability to exercise good judgement to handle calls appropriately.
- Ability to demonstrate good customer service.
- Working knowledge of medical terminology preferred.
- Ability to work under pressure, meet deadlines and manage several tasks simultaneously.
- Ability to maintain professional behavior and promote a positive image of the practice.

PHYSICAL ENVIRONMENT/REQUIREMENTS:

- Normal working hours are 8:00 AM to 5:00 PM Monday through Friday; some incidences of work beyond the normal business hours should be expected based on patient demand.
- Professional medical office setting without significant variation in temperature or lightning.
- Performance of basic physical functions of finger dexterity, grasping, clearly understood speaking, hearing, sight (far and near to include data, figures, and computer equipment), and repetitive motion.
- Performance of primarily sedentary work, sitting for extensive periods of time; occasional lifting or moving of object weighing up to 20 pounds.

EDUCATION/EXPERIENCE:

- Graduation from High School or Equivalency.
- Equivalent combination of education and experience, which provides the required knowledge, skills and abilities.
- Customer service experience preferred.