

**JOB DESCRIPTION**

**JOB TITLE:** Customer Service Representative (CSR)

**DEPARTMENT:** Customer Service **STATUS:** Full-time, Non-exempt  **REPORTS TO:** Customer Service Supervisor

**DATE:** January 2013

**POSITION SUMMARY:**

Responsible for providing effective customer service to patients, vendors, insurance companies and other medical facilities. Position requires excellent telephone communication skills, and a high level of skill in entering data into the computer while talking with patients.

**DUTIES AND RESPONSIBILITIES:**

* Answering phones to respond to all inquiries made by patients, vendors, insurance companies and other medical facilities. Must be able to handle 100-200 incoming calls per day.
* Re-scheduling patient appointments as required via telephone calls and written notification to patients.
* Screening and routing patient calls to other departments efficiently, insuring accurate registration, appointment scheduling and follow-up appointment scheduling in database.
* Taking clear and accurate messages on behalf of other departments.
* Responding to patient’s questions and needs by editing, canceling and re-scheduling appointment as necessary according to clinic protocols.
* Reviewing physician schedules regularly to maximize capacity and verify correct scheduling.
* Creating testing orders for patients and faxing or mailing as per patient request.
* Faxing medical records to facilities authorized to receive patient information.
* Maintains a good working relationship and effective communication both within the department and with other departments for the benefit of the patient.
* Other duties as assigned.

**EDUCATION & EXPERIENCE**

* Minimum of a High School Diploma and 1 – 2 years of experience in customer service, or equivalent combination of education and experience.
* Previous experience in a call center and/or medical practice desired

**QUALIFICATIONS & REQUIREMENTS**

* Exceptional phone manner
* Excellent interpersonal and communication skills.
* Ability to apply knowledge of office procedures and carry out tasks accordingly
* Ability to utilize the EMR system effectively.
* Ability to type 35 wpm with 90% accuracy.
* Must be flexible, organized, and function well under pressure

*Premier Medical Group is an Equal Opportunity Employer*