



## **JOB DESCRIPTION**

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

**DEPARTMENT:** Urology Call Center

**STATUS:** Full-time, Non-exempt

**REPORTS TO:** Call Center Supervisor

**DATE:** August 2017

### **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, ensuring 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
- Bi-lingual English/Spanish is preferred.