

# Wake Health Services, Inc.

## Job Description

**Job Title: BILINGUAL CALL CENTER OPERATOR**

**Department:** Operations

**Reports To:** Medical Center Administrator or Practice Manager

**FLSA Status:** Full-time or Part-time, Non-Exempt

### **POSITION SUMMARY**

Primary purpose is to provide quality customer service to all patients and coworkers while accurately organizing and processing message and requests received via phone calls from patients.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Courteously greet all incoming calls

Process all patients inquires, messages, and request promptly, efficiently and in a professional manner, while practicing patient confidentiality

Print out reminder list, make reminder calls and provide the complete list to the assigned centers

Reschedule doctor's appointments when needed; answer calls from the provider line and process information adequately and in a timely manner

Obtain, verify, and input all information accurately; use neat, legible penmanship when taking messages; and distribute messages to the appreciate clinical staff and/or Provider in a timely manner

Maintain a working knowledge of checking in of a patient including verify current patient demographic, copy insurance cards, and print encounter forms to serve as back up to front office as directed by MCA or Practice Manager

Schedule patient appointments as set forth in the telephone protocols; schedule patients for multiple sites and handle all inbound and outbound calls for multiple sites

Working knowledge of telephone system and telephone protocol

Understands and participates in Joint Commission continual readiness

Work with the Clinical Services Department to promote ongoing performance improvement activities

Participates in all safety programs which may include assignment to an emergency response team

Perform other duties as assigned or become necessary by supervisor

### **SUPERVISORY RESPONSIBILITIES**

None at this time.

### **DESIRABLE QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Minimum high school diploma.
- Must be fluent in English and Spanish- written and verbal communications.
- Minimum of 1-2 years related experience in a call center environment or as a receptionist or similar position in a private medical office.
- Strong computer skills with knowledge of Microsoft Word, Excel, and Performance Management Systems.
- Excellent work history with proven track record.
- Excellent data entry skills—accuracy is very important.
- Excellent communication skills.
- Ability to pass pre-employment drug test.
- Professional, clean, neat appearance.
- No convictions of serious crimes or felonies.
- Must be willing to travel to other medical sites within Wake Health Services, Inc., to assist other facilities.

### **COMMUNICATION SKILLS**

- Ability to read and comprehend general instructions, correspondence, and memos.
- Ability to read and interpret general business periodicals.
- Ability to write reports and business correspondence.
- Ability to effectively present information and speak before groups of employees and outside consultants and respond to questions/comments from the same.

### **OTHER NECESSARY SKILLS**

- Ability to work independently. Ability to take initiative and be a self-starter.
- Ability to plan and organize workload. Ability to handle very detailed information.
- Ability and flexibility to handle work pressure and work with interruptions.
- Ability to meet work processes deadlines.

- Ability to handle multiple priorities.
- Ability to function as a team player.
- Ability to effectively communicate with employees, patients, vendors, consultants, and auditors.
- Willing to learn and accept responsibility.
- Ability to work flexible hours as needed.
- Ability to interact in a professional manner with employees, patients and vendors.
- Ability to communicate clearly and effectively. Excellent oral, written, and listening skills.
- Ability to secure information from inter-department personnel.