



Call Center Specialist

Department: Call Center

FLSA Status: Non-Exempt

Grade/Level:

Work Schedule:

8 a.m. to 5:30 pm Monday- Thursday.

8 a.m. to 12:00 pm on Friday. However,

additional hours may be required to complete duties.

Job Status: Full Time

Reports To: Call Center Manager

Amount of Travel Required: None

Positions Supervised: None

POSITION SUMMARY:

The Call Center Specialist works as a part of the care team and is responsible for performing clerical duties necessary to prepare patients for a visit and make appointments. The Call Center Specialist is involved in continuous Quality Improvement practices and measures as set by Mainline Health Systems, Inc. and in which the practice focus is based on a Patient Centered Medical Home model of care.

Specific duties and responsibilities:

1. Schedules appointments in the EMR.
2. Gathers third party payment information.
3. Responsible for patient information, including demographics and structured information.
4. Responsible for answering all incoming calls and transferring to appropriate staff directly or by sending telephone encounters.
5. Performs other necessary duties required to meet the goal of providing primary health care.
6. Participates in quality improvement practices.
7. Completion of continual job training processes set forth by Mainline Health Systems, Inc.
8. Any other duties assigned by the Call Center Manager or Executive Director.

Reporting Relationship:

The Call Center Specialist reports to, is supervised by, and evaluated by the Call Center Manager.

Evaluation:

The evaluation of work performance is ongoing, and will be performed by the Call Center Manager, a member of the Clinic Staff and a member of the Administration Department. It will include the specific duties and responsibilities of this position description plus employee attitude and general working behavior. Formal evaluation will normally be performed annually, but may be initiated at other times by the Call Center Manager.

Qualifications:

1. High School diploma or GED is required.
2. Graduation from a Business or Technical School in a secretarial training program is preferred. However, prior experience in a similar position may be substituted.
3. A minimum of five years secretarial experience is desirable.
4. The ability to use current office machines and equipment.

- 5. The ability to type a minimum of 60 words per minute.
- 6. The ability to communicate effectively in person and on the telephone with other staff, the public, the patients and the medical staff of the community health center.

Status:

This is a nonexempt position.

This is not an OSHA high risk position.

This is an ADA negotiable position.

Employee Signature: _____

Date: _____