

**POSITION DESCRIPTION**

**JOB TITLE:** Call Center Patient Care Representative ­– Bilingual (English/Spanish)

**REPORTS TO:** Call Center & PCR Optimization Specialist/EHR Analyst

**STATUS:** Non-exempt (hourly)

**LOCATION:** Call Center (Sabathani)

SCHS is a 90-100 employee, full-service, non-profit healthcare clinic serving the needs of the South Minneapolis community. Come make a difference in the lives of people every day while helping us achieve our mission: *To improve the health of our patients and communities by delivering exceptional care, removing barriers, and promoting healthy lifestyles.*

**ROLE:** This position exists to ensure efficient patient flow and excellent customer service; answers multi-line telephone and directs calls as appropriate. Answers incoming calls to schedule appointments for medical/dental/vision services and/or take complete and accurate messages. Interacting with patients via telephone and performs a range of duties which includes gathering required information in preparation for the patient's appointment.

**JOB DUTIES:**

* Answer the telephone during clinic hours; provide information or take complete and accurate messages as appropriate.
* Manage calls effectively and efficiently; assure patient flow is moving at required pace. Able to identify patient needs to ensure appropriate scheduling of appointments.
* Providing empathetic and compassionate service that leaves a good impression.
* Schedule medical/dental/vision appointments.
* Collect all required patient demographic information during scheduling.
* Determine if patient has existing insurance coverage; discuss payment options and schedule appointment with patient advocate, if necessary.
* Help patients resolve balances or set up payment plans when appropriate.
* Send mConsent form links for patients missing consent forms after scheduling an appointment.
* Answer voicemails, emails, in-basket messages, Epic bubbles and/or other requests from patients and/or healthcare providers while meeting or exceeding service level goals.
* Supports departmental changes, demonstrating flexibility and a positive attitude in a fast-paced, changing environment.
* Complete assigned administrative daily tasks between calls.
* Maintain a cancellation list and fill appointment openings.
* Attend and participate in staff meetings and committees.
* Assist with other duties and responsibilities as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

* Confidence, professional judgment, and grace under pressure.
* Works well both independently and as part of a team.
* Exceptional communication skills.
* Flexibility--nimble in response to an evolving workload.
* Ability to exhibit good rapport with clients of varying ethnic backgrounds and socio-economic status.
* Excellent time management and organizational skills.
* Attention to detail.
* Commitment to the SCHS [mission](http://www.phf.org/AboutUs/Pages/VisionMissionValues.aspx) and [staff values](http://www.phf.org/AboutUs/Pages/Staff_Values.aspx).

**MINIMUM QUALIFICATIONS:**

* Training as a receptionist and experience in scheduling medical or dental appointments preferred.
* Good computer and typing skills.
* Bilingual (English/Spanish) proficiency required.

I have read and agree to abide by the job duties indicated above.

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_