JOB DESCRIPTION
JOB TITLE: Call Center Agent

SUMMARY

This position is primarily responsible for providing telephone customer support services by performing the following duties personally or through subordinates.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Core duties and responsibilities include the following. Other duties may be assigned.
Monitors phone traffic by telephone system and prioritizes call as necessary.
Remains conscious of the length of time customers remain on hold.
Completes service calls and demonstrates proper demeanor, technical accuracy, and conformity to company policies.
Maintains composure when dealing with difficult patients or situations.
Delegates appropriate phone calls to appropriate clinical or management staff if necessary.
Answers questions and recommends corrective services to address customer complaints.
Maintains the accurate company policies and procedures on scheduling patient appointment s.
Accurately documents in Practice Management and EMR software when scheduling appointment or taking messages.
Follows all HIPPA requirements in order to maintain patient privacy.
Determines work procedures, prepares work schedules, and expedites workflow.
Studies and standardizes procedures to improve efficiency of subordinates.
Maintains harmony among workers and resolves grievances.

COMPETENCIES

. Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
. Technical Skills – Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
. Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
. Interpersonal Skills – Focuses on solving conflict; Maintains confidentiality; Remains open to others' ideas and tries new things.
. Oral Communication – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
. Written Communication – Writes clearly and informatively; Able to read and interpret written information.
. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.
. Delegation – Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
. Leadership – Exhibits confidence in self and others; Inspires and motivates others to perform

well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
. Managing People – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback; Improves processes, products and services; Continually works to improve supervisory skills.

. Quality Management – Looks for ways to improve and promote quality; Demonstrates accuracy and thoughtfulness.
. Ethics – Treats people with respect; Keeps commitments; Works with integrity and ethically; Upholds organizational values.
. Organizational Support – Follows policies and procedures; Supports organization's goals and values; Supports affirmative action and respects diversity.
. Judgment – Displays willingness to make decisions; Exhibits sound and accurate judgment; Includes appropriate people in decision-making process; Makes timely decisions.
. Motivation – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles.
. Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Organizes or schedules other people and their tasks.
. Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
. Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
. Quantity – Meets productivity standards; Completes work in a timely manner; Strives to increase productivity; Woks quickly.
. Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
. Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
. Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
. Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Asks for and offers help when needed.
. Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.