

**Community Health Alliance of Pasadena (ChapCare)
Job Description**

Title: Call Center Representative
Department: Business Office
Reports To: Business Office Manager
Directs: None
EEOC: Admin Support
FLSA Status: Non-Exempt

Summary

The Call Center Representative is responsible for answering patient phone calls, responding to various program and service inquiries and determining the appropriate actions. The candidate will be part of a multi-disciplinary team that facilitates and provides culturally and linguistically sensitive services by performing activities to reduce patient waiting time, enhancing patient's satisfaction and experience by providing courteous and timely services. The candidate must have the ability to maintain a professional demeanor in a high call volume environment, a demonstrated commitment to outstanding customer service, and familiarity with Windows and internet based PC programs. Excellent verbal communication skills are required and previous experience in a call center environment is helpful. Bilingual English/Spanish is a must. CHAP expects all employees to respond and adhere to all clinical policies and procedures.

ChapCare's Expectations of all Employees

- Adheres to all ChapCare's Policies and Procedures
- Conducts self in a manner that represents ChapCare's core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with her/his immediate supervisor about Departmental and ChapCare concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

Essential Duties and Responsibilities

- Screen and route patient calls efficiently.
- Ensure accurate registration, appointment scheduling and follow-up appointment in EPIC Care Practice Management System.
- Respond to patient's questions and needs.
- Updating patient information by editing, canceling and re-scheduling appointments as necessary according to clinic Policies and Procedures.
- Ensure accuracy of patient information by verifying patient's appointment, update and verify patients demographic in the EPIC Practice Management System i.e. address, telephone, FPL and/or insurance coverage.
- Maintain photocopy machine to ensure an adequate paper supply.
- Attend and participate in clinic staff meetings and trainings as directed.
- Assist in data collection for the various payer programs.
- Assist with patient flow as assigned
- Other duties as assigned by supervisor.

Patient Support Services:

- Provide language assistance for LEP (Limited English Proficient) patients during intake and scheduled visits with providers.
- Call patients 1-2 days before their appointment to remind them of their appointment.
- Follow up with phone calls as assigned.
- Address patient concerns (medical/clinical operation) and effectively communicate to appropriate staff.
- Work with clinic operation and medical staff to facilitate efficient patient flow.

Other Performance Expectations:

- Work on Saturday Clinics as scheduled.
- Work as a team player and be willing to assist other members in other duties within his/her capabilities, to aid the clinic team in providing good efficient patient care.
- Facilitate patient flow by working effectively and efficiently.
- Maintain open communication with other clinic staff.
- Attends and actively participates in departmental meetings,.
- Maintain professional demeanor at all times with patients, caregivers, and other staff.
- Perform other duties as assigned.

Job Requirements

- High school diploma or equivalent with 1-2 years progressive work experience in a medical setting.
- Effective interpersonal and communication skills required.
- Excellent telephone etiquette required.
- Knowledge of medical terminology preferred.
- Medical office assistant experience preferred.
- High level of skill in entering data into computer while talking with patients.
- Must have excellent customer service skills, e.g. the ability to develop and maintain effective working relationships with staff and patients.
- Must be able to type 35 wpm with 90% accuracy on the typing test.
- Bilingual English/Spanish

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to drive to all ChapCare facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.

Acknowledgement of Receipt

I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

Employee Name

Employee Signature

Date

Employee Name:

Job Title: Call Center Representative	Hrs. Worked Per Day: 8	Hrs. Worked Per Week: 40
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Activity (Hours per day)	Never 0 Hours	Occasionally Up to 3 Hours	Frequently 3-6 Hours	Constantly 6-8+ Hours
Sitting			X	
Walking			X	
Standing		X		
Bending (neck)		X		
Bending (waist)		X		
Squatting		X		
Climbing (Stairs)		X		
Kneeling		X		
Crawling	X			
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant hand R L				
Is repetitive use of hand			X	
Simple Grasping (right hand)		X		
Simple Grasping (left hand)		X		
Power Grasping (right hand)	X			
Power Grasping (left hand)	X			
Fine Manipulation (right hand)	X			
Fine Manipulation (left hand)	X			
Pushing & Pulling (right hand)		X		
Pushing & Pulling (left hand)		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Keyboarding with both hands			X	

Weight	LIFTING					CARRYING				
	Never 0 Hours	Occasionally Up to 3 Hrs.	Frequently 3-6 Hrs.	Constantly 6-8+	Height	Never 0 Hours	Occasionally Up to 3 Hrs.	Frequently 3-6 Hrs.	Constantly 6-8+	Distance
0-10 lbs				X	40"			X		25 ft_
11-25 lbs		X			40"		X			25 ft
26-50 lbs	X				_____	X				_____
51-75 lbs	X				_____	X				_____
78-100 lbs	X				_____	X				_____
100+ lbs	X				_____	X				_____

Describe the heaviest item required to carry and the distance to be carried:

A box of office supplies that can includes paper, pens, etc. for approx. 25 feet. Employees have access to utility carts to carry/transport items.

Other job requirements specific to the Job :

1. Working with Bio-hazards such as blood borne pathogens, sewage? NO YES _____
2. Exposure to radiation? NO YES _____
3. Other : _____

Acknowledgement of Receipt

I have reviewed the job description and the physical requirements of the position. By signing below I am affirming that I understand what the expectations of the position are and that I am able to perform all services with or without reasonable accommodations.

Employee signature: _____ Date _____