

JOB DESCRIPTION

Title: Call Center Associate I

Job Summary: This position is as important as any other functions in the health care delivery system. Receiving calls from patients and help them with their appointment needs. Calling patients to make appointments and promote NHSI services by consulting, gathering information, and evaluating patient needs over the phone.

Job Duties:

- (1) Greets patients as they contact the center by telephone.
- (2) Schedule appointments as per established policies and procedures.
- (3) Answer all incoming calls and route them to the appropriate staff as needed
- (4) Register all patients per registration protocols over the phone.
- (5) Calling patients to make appointments for services offered.
- (6) Promote NHSI services by consulting, gathering information, and evaluating patient needs.

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- (7) Work closely with other department on appointment scheduling and services offered to ensure smooth patient flow and cut down on waiting time.
- (8) Respond to patients' inquiries, requests, dispute over the phone, and route it to the appropriate department or staff.
- (9) Explain the services available, payment categories, and billing procedures.
- (10) Attend all mandatory programs training such as Medi-Cal, CHDP, BCCP, FPACT , and so on as required.
- (11) Perform all other tasks related to Call Center Department areas of responsibilities.

- Job Requirements:**
- (1) Ability to work under pressure.
 - (2) Ability and willingness to treat all patients with the utmost kindness and consideration in the most trying situations.
 - (3) Friendly personality with the desire to work with the public.
 - (4) Ability to handle multi-functions.
 - (5) Understanding of community based organizations.
 - (6) Communicate patients' problems to the appropriate staff.

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- (7) Knowledge of bookkeeping and office functions.
- (8) Promotes and believes in NHSI mission statement “Health for All”.
- (9) Ability to relate to the public regardless of ethnic, religious and economic status.

Qualification, Education, and Experience:

- (1) High school graduate/GED with a minimum of 1 year experience in the medical field answering phones, setting appointments and handling patients questions and/or complaints.
- (2) Ability to relate to patients, through familiarity with medical terminology and triage procedure.
- (3) Must believe in health care with dignity for all.
- (4) Demonstrated ability to build and maintain good customer rapport.
- (5) Ability to speak, read and write in English or Spanish is desirable.

Responsible To: Call Center Supervisor

Classification: Full or Part Time Position, Non-exempt

Approved By: _____
Date: _____