



**Texas Orthopaedic  
Associates, L.L.P.**

## Job Description

Job Title: <b>Call Center</b>	Reports To: <b>Office Manager</b>
Department: <b>PR-RECEPT</b>	FLSA Status <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

**Job Summary:** As the first person the patient interacts with in the practice, projects a positive image (Smile, warm, caring tones, introduce yourself) and identifies needs and expectations by providing excellent patient service.

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**Essential Duties and Responsibilities:** The essential duties of the position include the following. Other duties may be assigned.

Key Functions:

- Provides excellent customer service to patients by listening and appropriately serving patients.
- Contributes to an overall positive work atmosphere through actions and attitude.
- Answers phones in a friendly, professional manner.
- Relays relevant information to the appropriate internal staff.
- Follows practice procedures for appointment entry, scheduling and rescheduling appointments.
- Follows practice procedures for clinical messaging in the EMR/EHR.
- Follows practice procedures for urgent patient messaging and proper communication with On Call clinical staff.
- May be responsible for stat Medical Records Request.
- May be responsible/assist in coordination of Workers Comp.
- May be responsible/assist in maintaining referrals in Leading Reach.
- Works online appointment requests as delegated by Team Lead.
- Participates in office meetings and educational activities.
- Maintains work area in neat and orderly manner.
- Complies with HIPAA procedures.
- Other duties as assigned.

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**Supervisory Responsibilities:** None

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**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:** High School Diploma, or general education degree (GED), or one to three months relative experience, and/or training or equivalent combination of education and experience.

**Language Ability:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write relative correspondence and messages. Ability to speak effectively with patients/customers, employees and management of organization.

**Math Ability:** Ability to add, subtract, multiple and divide on all units of measure, using whole numbers, common fractions and decimals.

**Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:** Ability to type 45 WPM, basic proficiency in Microsoft Outlook/Office, and experience using or ability to learn and comprehend computer programs.

**Certificates and Licenses:** None

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**Work Environment:** Position works in a climate-controlled office environment with little or no potential interference from elements or sound.

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**Physical Demands:** 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.

Position typically works 8 hours per day. 1/3 or less of time will be spent standing. 2/3 or more of time worked will be sitting, using hands and fingers to type or handle paper. The position requires the ability to reach with hands or arms. Occasionally, the position will be required to stoop, kneel, crouch, crawl and lift objects weighing up to 10 pounds. To successfully perform the duties of the job, the ability to talk and hear is required.

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Employee Printed Name

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Employee Signature

Date