

## **Job Description**

**Job Title:** Call Center Representative

**Location:** San Luis Obispo, CA

### **Purpose:**

The Call Center Representative is responsible for answering incoming calls for all of the Pacific Eye offices, scheduling and rescheduling of appointments when needed, having basic understanding of insurance plans, taking very detailed messages for the technicians or physicians and other duties as assigned.

### **Qualifications:**

- High school diploma or equivalent
- Two (2) years of customer service experience
- A year of telephone-driven customer service experience

### **Essential Job Functions:**

- Demonstrated ability to communicate well with people, both internally and externally utilizing both written and verbal means.
- Exceptional skills in keyboard and operating computer systems. Must type a minimum of 45 words per minute.
- Ability to work in structured environment with a diverse workforce.
- Utilize strong organizational and time management skills.
- Empathetic with patients' needs and concerns.
- Attention to detail while demonstrating multi-tasking skills.
- Ability to make quick, accurate and appropriate decisions.
- Must be able to utilize computer to navigate through multiple systems to input and retrieve information

### **Duties and Responsibilities:**

#### **General Daily Tasks**

- Telephone Operations
- Answer all incoming telephone calls.
- Triage of calls that can include transfers to the appropriate department or taking a detailed message.
- Identify emergency calls and schedule appropriately.
- Make appropriate follow-up to patients.
- Handle messages received from the answering service in the morning.
- Log in and out of the phone system accordingly.
- Confirm all appointments using Relatient or outbound calls.
- Outreach for recall patients.

**Scheduling**

- Schedule appointments for all types of visits, excluding surgical.
- Prepare patients for their visit, which includes identifying appointment type, insurance type, and office location with directions, doctor name, date and time of scheduled appointment.
- Send appointment card and new patient paperwork for upcoming appointments.
- Re-schedule patients when directed by the physicians or management.

**Training & Development**

- Attends and participates in development programs.
- Participates in the training of other employees as needed.
- Set goals and objectives for professional growth.

**Fax Distribution**

- Distribute incoming faxes to appropriate departments/individuals.

**Professional Image:**

- Exhibits professional demeanor at all times while representing the practice.
- Maintains a positive work environment for all team members.
- Customer Service
- Support the mission statement to develop, enhance, and promote quality customer service through team efforts.
- Exhibit flexibility, sensitivity, and respect while maintaining a working relationship with all team members.

**Physical Capabilities:**

- Light physical effort (lift/carry up to 25 lbs.)
- Occasional reaching, stooping, bending, kneeling, and crouching
- Frequent, prolonged standing/sitting/walking
- Must be able to see, hear, and respond adequately
- Extensive computer work
- Frequent use of telephone and fax
- Occasional travel required to interact with Company personnel and/or attend meetings, educational training

**Pacific Eye Surgeons is an equal opportunity employer.**

**Job Type:** Full-time