

Call Center Agent

Join Wilmington Community Clinic!

WCC, a Federally Qualified Health Center (FQHC), provides quality, non-discriminatory health services to improve the health and well-being of all served, regardless of their ability to pay. We have served patients in and around Wilmington and Los Angeles for over 40 years. We are proud of the services we provide and put patient care front and center. We provide medical, mental health and dental services.

Position Summary

The Call Center Agent is responsible for answering phone calls, making and rescheduling appointments, answering patient questions and routing phone calls to the appropriate staff. This position requires the ability to speak in both English and Spanish to serve our patient's needs.

Benefits

WCC offers a competitive salary and benefits including medical, dental, vision, life insurance, retirement, paid time off, paid holidays and free employee parking. The environment is team oriented with a clear focus on the mission of the organization.

Education & Experience

- High School Diploma or equivalent.
- 1 year of experience in a receptionist or similar role with customer service experience.
- Prior work experience in Community Clinic or Doctor's office preferred.

Essential Position Responsibilities

- Answer calls within prescribed time and always maintains professional, effective and polite communication.
- Appropriately route calls, takes complete messages.
- Confirm patient eligibility for medical insurance coverage.
- Make appointments for patients on the phone and confirm future appointments.
- Help to ensure provider schedules are at capacity and rearrange patient visits when appropriate.
- Assist in rescheduling patients.
- Coordinates patient transportation.
- Collects copayments and donations electronically.
- Helps enroll patients into Patient Portal and support telehealth visit education when necessary.
- Enters data in the computer system to update patients' information.
- Assist the clinician in following up with broken appointments, abnormal test results or routing follow-up care by contacting patients via telephone and documenting the information in the medical records and appropriate logs.
- Maintains confidentiality of patient information and medical records according to HIPPA guidelines or according to WCC patient confidentiality policies.
- Other duties as described.

Skills

- Bilingual in English/Spanish.
- Ability to remain organized while managing multiple details.
- Ability to communicate effectively.

- Excellent customer service skills required.
- Ability to handle multiple tasks while remaining calm and professional.
- Knowledge of HIPAA privacy and confidentiality practices. Knowledge of Microsoft Office and telephone protocol. Duties require professional verbal and written communication skills.
- Must be reliable and on-time.
- Present a professional demeanor and appearance.

What's Next?

Thank you for your interest! Please submit your resume to hr@wilmingtoncc.org for consideration. Please list in the subject which position you are interested in.