



Sarasota Orthopedic Associates

JOB TITLE: Call Center Representative (2 POSITIONS)

Full time hourly position

Office Location: 2750 Bahia Vista

Work Hours: 8:00 a.m. to 5:00 p.m. with one hour unpaid lunch

REPORTS TO: Call Center Supervisor

SCOPE OF POSITION

Under the direction of the Call Center Supervisor, the Call Center Representative is responsible for managing the flow of inbound calls and assisting the practice in scheduling patient's visits while meeting its customer service goals and objectives.

OPERATIONAL RESPONSIBILITIES

1. Answers, screens and directs calls to appropriate parties using a multi-line telephone system and provides general practice information such as address and driving directions to callers as requested.
2. Monitors assigned doctor's schedule for accuracy taking into account doctor's location, accepted insurance plan, surgery days vs. clinic days and document any cancellations or rescheduling of appointments.
3. Invite patient to complete requested items on new patient portal or gather necessary information from patient to schedule an appointment including demographics, email address, and whether insurance plan requires a referral or authorization.
4. Performs a variety of routine clerical tasks, such as checking voicemail, sending emails requests to x-ray department for image processing and authorization and front desk team for add-on's, photocopying and faxing documents as necessary.
5. Acknowledges patient's rights on confidentiality issues, maintains patient confidentiality at all times, and follows HIPAA guidelines and regulations.
6. Monitor hospital on call schedule and make changes to schedule as needed.
7. Ensure location/ provider match the upcoming appointment when mailing out new patient paperwork when necessary when necessary if patient is unable to complete items on patient portal.
8. Monitor statistics on TV monitor.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. High School Diploma or GED required.
2. 1 to 2 years customer service experience preferred.

3. Computer literate in MS Applications and medical software.
4. Exceptional verbal, interpersonal, customer service and communication skills necessary for responding to patients, and interacting with physicians, supervisors and other associates.
5. Position requires attention to detail
6. Must be able to work in a fast paced, team environment
7. Position requires the ability to organize and accomplish multiple tasks and have the flexibility to meet changing demands.
8. Able to take initiative and problem solve.
9. Maintain a professional manner even under stressful situations.

We offer an excellent benefit package.

To apply for the position please send your cover letter and resume to

DHarper@soa.md

No phone calls please.