



HHM Health Position Description

POSITION:	Call Center Champion
DEPARTMENT:	Call Center
JOB CODE:	
PAY RANGE:	
FLSA STATUS:	Non-Exempt
REPORTS TO:	Call Center Supervisor

PURPOSE OF THE POSITION:		
<p>The Call Center Champion is responsible for answering all incoming patient calls; scheduling/rescheduling/canceling appointments; delivering accurate information concerning hours of operation and the process for enrolling; documenting telephone encounters in the EMR; utilizing company policies to effectively address patient issues questions, and concerns; and directing calls to the appropriate staff when needed.</p>		
SCOPE AND MAGNITUDE:		
<p>The Call Center Champion is often the first point of contact for patients' needs and concerns, so they must possess a commitment to outstanding patient satisfaction, a motivated, energetic work ethic, the ability to make quick and accurate decisions, and have a proven track record of working well with others in a team environment. The Call Center Champion will handle a high volume of inbound calls and should seek to create a positive experience for each caller to ensure they feel heard, valued, and respected.</p>		
POSITION FUNCTIONS:		
<ul style="list-style-type: none"> • Field incoming calls in a timely manner • Identify patient questions, needs, or concerns • Handle patient complaints respectfully and professionally • Provide clear and effective communication • Maintain a calm, professional demeanor and tone at all times, • Exhibit outstanding customer service at all times • Schedule, reschedule, or cancel appointments and document telephone encounters 		
SUPERVISION OF PERSONNEL:		
N/A	<u>TITLE OF DIRECT REPORTS</u>	<u>EXEMPT</u>
		<u>NONEXEMPT</u>
WORKING RELATIONSHIPS:		
<p>Will interact both internally and externally with a variety of diverse people, including but not limited to: payors, HHM executives/leadership, HHM office administrators or assistants, clinic staff and other coworkers; general public including patients and their relatives or support.</p>		
KNOWLEDGE AND SKILL REQUIRED:		
<p>EDUCATION: High School Diploma or equivalent required.</p> <p>EXPERIENCE (and other qualifications): 1-2 years' related experience. Experience in Electronic Medical Records systems required. Strong MS Office skills with high level of comfort with computers in general. Must have experience working with patients from all backgrounds and cultures.</p>		

COMMUNICATION SKILLS: Spanish language ability required. Must possess the ability to read, analyze and interpret general publications. Ability to effectively present information and respond to questions from groups of managers, coworkers, patients and providers. Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the community.

MATHEMATICAL SKILLS: Must possess ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals

REASONING SKILLS: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form

PREFERRED REQUIREMENTS:

- Excellent professional written and verbal communication and interpersonal skills;
- Ability to produce quality work within tight timeframes;
- Capable of observing, receiving and otherwise obtaining information from all relevant sources then analyzing information/evaluating results to choose the best solution and solve problems

SOFT SKILLS:

- Organized, dependable and a team player;
- Attention to detail and a have high sense of urgency;
- Must display good judgment, maintains confidentiality, sound decision-making, and be able to work independently, as needed;
- Flexible, adaptable and a high level of initiative;
- Able to establish and maintain interpersonal relationships;
- Work in a fast-paced environment and display strong customer service skills

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

- Works indoors with a variety of office equipment in the enrollment office/medical clinic that includes well-lighted, well-ventilated, and adequate space. Frequent exposure to communicable diseases, bodily fluids, toxic substances, and other conditions common to working in a primary care setting. May be exposed to strains and injuries from patients and equipment
- Required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; extensive reading; inspecting and observing information on a computer screen
- Remains stationary at least 85% of the time; Must be able to move around the office up to 15% of the time to make copies, fax, file, etc.; Occasionally lifts and carries items weighing up to 25 pounds. Occasional stressful situations and irregular hours.
- Must be able to communicate clearly to coworkers and patients both in-person and over the telephone.
- This position requires constant communication and exchange of information with Healing Hands' employees, clients, vendors, providers and/or contractors

EFFECTIVE DATE: OCTOBER 2021

Healing Hands Position Description Acknowledgement

Title: CALL CENTER CHAMPION

- I have reviewed this job description and I understand all my job duties and responsibilities.
- I am able to perform the essential functions as outlined.
- I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.
- If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Human Resources staff.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Employee's Signature

Date

Employee's Name (please print)