



JOB DESCRIPTION

CLASSIFICATION: Non Exempt

POSITION TITLE: Call Center Specialist

**PROGRAM NAME/
LOCATION:** West Salem Clinic
150 Kingwood Ave NW

EMPLOYMENT STATUS: Full Time / Part Time

SUPERVISOR: Call Center Supervisor

FUNCTION:

Performs receptionist and secretarial duties.

SUPERVISORY DUTIES:

None.

GENERAL DUTIES:

1. Consistently performs specific assigned daily and general duties.
2. Regularly attends assigned meetings, and meets established meeting attendance criteria.
3. Consistently implements NWHS approved policies, protocols and procedures.
4. Supports compliance and accreditation efforts as assigned including, but not limited to, OSHA, JCAHO and HIPAA.
5. Consistently supports the organization's mission as defined by the Board of Directors and the Executive Director in word and action.
6. Participates in cultural competency training, and uses culturally appropriate actions and language at all times.
7. With immediate supervisor, establishes and annually reviews goals for job performance.
8. Maintain strict patient confidentiality.
9. Police the entire work environment, insuring the entire facility, indoors and outdoors, is

kept as clean and orderly as one's personal work space.

SPECIFIC DUTIES: (The first five are Core Competencies)

1. Acts as first contact with all patients, clients, and other persons that call into the clinic, answering first level of questions, when applicable.
2. Schedule appointments.
3. Answer the telephone and route calls to appropriate departments, individuals and/or voicemail in accordance with the organizational policy. (All medically related calls go to triage in a promptly manner).
4. When taking messages, be sure they are accurate and legible, distribute to appropriate staff individuals.
5. Gather information on insurance coverage and/or responsible party. Verify the accuracy of information; enter and/or update patient demographics and insurance information for billing and data collection purposes.
6. Ensure the telephone system is forwarded to the answering service at appropriate times.
7. Call and confirm future appointments of patients.

QUALIFICATIONS:

1. High school graduate or equivalent.
2. Bilingual in English/Spanish preferred.
3. Ability to interact effectively and courteously with patients and staff.
4. Must have legible handwriting.
5. Typing skills and familiarity with computers a must.
6. Must be able to work in a fast-paced environment.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF POSITION:

1. The physical activity of this position may include: sitting, stooping, kneeling, crouching, reaching, standing, walking, picking, pinching, typing, and lifting.
2. The worker is subject to inside environmental conditions.
3. Sedentary work, Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.

HAZARDS OF POSITION:

1. The worker is exposed to infectious diseases.
2. The worker is exposed to unpredictable behavior.
3. TB testing - high risk

4. Hepatitis B testing - high risk