

# SWLA CENTER FOR HEALTH SERVICES

## JOB DESCRIPTION

**JOB TITLE:** Call Center Agent  
**DEPARTMENT:** Call Center  
**SUPERVISED BY:** Call Center Supervisor

### **SUMMARY:**

### **EDUCATION, TRAINING AND EXPERIENCE:**

1. Medical Assistant training or certification.
2. High school graduate or GED certificate.
3. Switchboard experience desired.
4. One year office experience or other work experience desired.
5. One year office experience or other work experience or other work experience involving constant, effective contact with the public.

### **JOB RESPONSIBILITIES:**

1. Responsible for releasing center's telephones from answering service no later than 30 minutes prior to the start of the clinic operations.
2. Responsible for turning the phones over to the answering service after each clinic session.
3. Retrieve messages from answering services and all voice mail messages on a daily basis.
4. Act as back up to the Redesign Teams® to notify patients via telephone of next day appointments.
5. Notify clinical staff of cancellations, walk-ins and late arrivals for appointments.
6. Move patients when physicians/providers are unable to fulfill clinic obligations or have moved their assigned clinic schedules.
7. Answer incoming calls promptly and courteously.
8. Document all patient messages by using patient medical record number and message given including name, return phone number given and date and time of call.
9. Upon receiving calls from hospitals and nursing homes, obtain information and inform nurses of the nature of the call.
10. When receiving calls from home health agencies, only transfer a call to the nursing station if the nurse is at the patient's home. Take messages on all other home health calls.
11. Refer all abusive calls to the Call Center Supervisor
12. Cross train with all other front desk areas.

