



## CALL CENTER AGENT JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) is a multi-site, Federally Qualified Health Center (FQHC) serving Santa Cruz County residents. SCCH began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, 50 years later, we serve that same mission at our three clinic sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the Live Oak Health Center serving everyone; and the Santa Cruz Mountain Health Center providing appropriate and expanded access to care for our patients in the San Lorenzo Valley.

Driven by our commitment to health care as a human right, SCCH is a leading non-profit provider offering comprehensive health services to our patients, regardless of their ability to pay. We have been recognized in the community as a leader in delivering high-quality, innovative care, and we are active in local, state, and national advocacy work that empowers our patients and community to be healthy, happy, and successful.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all our patients have access to quality, whole-person health care.

### POSITION SUMMARY:

A Call Center Agent (CCA) is responsible for ensuring a positive and effective experience for every patient that has telephone contact with SCCH. CCA's answer calls in a timely manner to identify and address patients' needs; this requires exceptional critical thinking, customer service, organizational, and time management skills. Duties include, but are not limited to, receiving incoming calls, outreach to patients via patient portal in EHR as well as text messaging platform (WELL APP), answering patients' questions, sending patients' messages to their care team, and all aspects of appointment scheduling. Call Center team members are expected to meet specific performance targets related to caller wait times, call handling time, high quality customer service, and quality of telephone encounters created.

**Classification:** Full-time, Hourly, Non-Exempt  
**Reports to:** Call Center Supervisor  
**Language:** Bilingual Spanish/English Preferred

**Location:** Administration  
**Hours:** Varies; Evening/Some Saturday shifts  
**Pay Rate:** \$23.00- \$25.97/hour

### BENEFITS:

We offer a remarkable benefits package designed to support your well-being and work-life balance! Enjoy competitive compensation and a comprehensive benefits suite for those working 20+ hours per week, including employer-subsidized health, dental, vision, and life insurance plans, plus optional pet insurance and supplemental coverage; coverage kicks in the first of the month after 30 days of employment. From day one, you'll accrue paid time off, have paid holidays, and a 2% automatic 401K enrollment with a 2%



company match. You'll also benefit from access to a wellness reimbursement program, a telecommuting stipend when applicable, plus, we cover license and certification fees and clinician CME (fees and days off). Celebrate with us at monthly staff events and bi-annual company-wide celebrations and take advantage of ongoing training opportunities.

## **QUALIFICATIONS:**

### **MINIMUM QUALIFICATIONS**

- Desire to serve the community clinic population with excellent health care
- High School Diploma or GED
- Experience and/or interest in health care
- Ability to work some evenings and some Saturdays
- Excellent patient/customer service, communication and follow-through skills

### **PREFERRED QUALIFICATIONS**

- Fluent bilingual Spanish/English strongly preferred
- Bachelor's degree in health or related field
- Previous healthcare experience
- Ability to work with practice management and EHR systems, preferably EPIC
- Knowledge of health insurance plans
- Knowledge of healthcare terminology, procedures, and practice
- Knowledge of HIPAA regulations

## **CORE JOB RESPONSIBILITIES:**

### **ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO :**

- Schedules patient appointments appropriately according to scheduling and payor protocols
- Gathers information and relates that information efficiently and effectively to appropriate departments
- Monitors provider schedules to identify errors or opportunities for improved schedule efficiencies
- Acts as a patient liaison with other departments
- Attends to requests and actions from other departments in a timely and professional way
- Monitors and responds to department voicemail, patient portal messages, and after-hours messages
- Stays up to date on organizational changes as it relates to core responsibilities
- Seeks and supports changes in department workflow processes, suggests improvements, and participates in organized efforts to improve service levels
- Provides service in support of Patient Centered Medical Home model of care (Team-Based Care)
- Uses EHR system efficiently and effectively
- Maintains patient confidentiality as required by HIPAA in all daily work
- Shares information, listens and involves others
- Clearly conveys ideas that engages others and helps improve understanding
- Ability to manage competing demands with frequent changes, delays or unexpected events



- Ensures work responsibilities are covered when absent
- Ability to exhibit objectivity and openness to other's views
- Gives and welcomes feedback and contributes to building a positive team-based environment

**SANTA CRUZ COMMUNITY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER (W/M/V/D)**