



## **Bilingual Call Center Agent (Full-time)**

The Santa Cruz Community Health Centers (SCCHC) began as a women's health collective in 1974 with the mission of providing high quality health services and advocating the feminist goals of social, political, and economic quality. Now, 40 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating two separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and our new East Cliff Family Health Center in Live Oak, serving everyone.

The SCCHC 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 of our patients have access to comprehensive, quality health care.

**Job summary:** The Call Center Agents are responsible for ensuring a positive first impression for every patient that has telephone contact with the SCCHC. They answer calls in a timely manner, identify what the patient needs and address the patient's needs in the moment. This requires exceptional critical thinking, customer service, organizational, and time management skills.

**Job duties** include, but are not limited to, receiving incoming calls, answering patients' questions, providing resource and referral information and scheduling appointments. In addition, Call Center Agents are expected to meet specific performance targets related to caller wait times, high quality customer service, quantity of telephone encounters (TE) and number of prevented TEs.

### **COMPETENCIES (Excerpt)**

#### **Job Expertise**

- Demonstrates knowledge and use of Patient Services and clinic procedures and policies and applicable federal and state rules and regulations
- Effectively gathers and uses information, procedures, materials, equipment and techniques, etc., required for job
- Acts as a patient liaison with clinic and billing staff, and providers
- Demonstrates ability to effectively use clinic's Electronic Health Records system (EHR)
- Schedules and confirms patient appointments
- Provides information regarding SCCHC programs & activities, community resources & referrals

#### **Customer Service**

- Provides patient-centered customer service at all times
- Demonstrates the ability to anticipate patients' needs and deliver services and respond to patients in a timely, accurate, courteous, respectful and friendly manner
- Demonstrates ownership, initiative, attention to detail, and follow through
- Approaches problem-solving by focusing on patients first

#### **Communication Skills**

- Oral and written communication is clear, concise, accurate, positive and respectful

- Translates for and communicates with Spanish speaking patients
- Checks work related email and mailbox on a daily basis

#### **Teamwork/Interpersonal Skills**

- Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence
- Demonstrates a positive attitude, flexibility and the ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

#### **Judgment/Problem Solving**

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Demonstrates good judgment in making decisions
- Resolves issues independently and only seeks assistance as needed

#### **Reliability**

- Completes all assigned duties in an accurate, timely and efficient manner
- Arrives to work on time and maintains consistent attendance
- Meets established schedules and deadlines
- Maintains patient confidentiality as required by HIPPA

#### **MINIMUM QUALIFICATIONS**

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

#### **DESIRABLE QUALIFICATIONS**

- BA or college coursework related to health care
- Previous experience in a primary care health care setting, especially previous Medical Assistant experience

#### **SALARY & BENEFITS**

Competitive salary and benefits package. Paid time off accrual and paid holidays from date of hire. Employer subsidized health, dental, vision and life insurance after 30 days of employment with a satisfactory review. Employer sponsored 2% retirement match.

#### **APPLICATION PROCESS**

To apply, complete employment application. Download employment application at [www.schealthcenters.org/careers](http://www.schealthcenters.org/careers). Submit application along with current resume and letter of interest to human resources. No phone inquiries please.

THE SANTA CRUZ COMMUNITY HEALTH CENTERS IS AN EQUAL OPPORTUNITY EMPLOYER