



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: Call Center Patient Service Representatives are responsible for ensuring a positive and effective experience for every patient that has telephone contact with the SCCHC. They answer calls in a timely manner and 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, answering patients' questions, sending patients' messages to their care team, and all aspects of appointment scheduling. Call Center PSR 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.

Core Responsibilities

- 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 HIPPA in all daily work

Competencies

Patient/Customer Focus

- Builds patient confidence by listening, displaying empathy, and assuming responsibility for solving patient problems
- Committed to increasing patient satisfaction and engagement
- Ensures commitments to patients are met
- Responds professionally and courteously to internal customers

Communication Skills

- Oral and written communication is clear, concise, accurate, positive, and respectful
- Demonstrates comprehension of oral and written questions, instructions, and information rapidly, thoroughly, and accurately
- Translates for and communicates with Spanish speaking patients
- Checks work related email and mailbox on a daily basis

Teamwork/Interpersonal Skills

- Effective in offering support and assistance to others, in obtaining information from others, and in supplying information to others
- Is approachable and open to suggestions
- Demonstrates a positive attitude, flexibility, and the ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

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
- Follows instructions and appropriate policy and procedure

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 some evenings and Saturdays

DESIRABLE QUALIFICATIONS

- BA or college coursework related to health care
- Previous experience in a primary care health care setting



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. 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