



Call Center Agent Job Announcement

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.

POSITION 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.

Classification: Full-time, non-exempt

Schedule includes early morning shift, evening shifts and occasional Saturday shifts; these shifts are dependent on care team schedules and patient needs

CORE JOB RESPONSIBILITIES:

Job Expertise

- 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

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
- Advocates for care that best serves the patient
- Addresses customer complaints/problems in a timely manner

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
- Response to oral and written questions, instructions, and information is timely and appropriate
- Written communication is well-organized, legible, concise, neat, and in proper grammatical form
- Checks work related email and mailbox on a daily basis

Teamwork and Interpersonal Skills

- Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence
- Effective in offering support and assistance to others, in obtaining information from others, and in supplying information to others
- Demonstrates a positive attitude, flexibility and ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

Judgment and 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 assigned duties & responsibilities in an accurate, timely and efficient manner
- Arrives to work on time and maintains consistent attendance
- Follows instructions and appropriate procedures
- Maintains patient confidentiality as required by HIPAA

COMPETENCIES:

Accountability: Takes ownership for delivering on commitments; owns mistakes and uses them as opportunities for learning and development; openly discusses his/her actions and their consequences both good and bad; has an ability to identify strengths and developmental opportunities and leverages insight to make adjustments to improve their effectiveness; courage to have difficult conversations.

Clinical Skills: Stays up to date and knowledgeable on the clinical guidelines laid out in SCCHC policy and procedures.

Communicating Effectively: Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message. Ability to manage competing demands, able to deal with frequent changes, delays or unexpected events and ensuring work responsibilities are covered when absent.

Patient/Customer Focus: Builds patient confidence, is committed to increasing patient satisfaction and engagement, assumes responsibility for solving patient problems, ensures commitments to patients are met, responds to internal customers.

Decision Making/Judgment: Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, customers, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely decisions.

Leading Change: Supports people in their efforts to try new things; embraces change; maintains a constant focus on efforts to improve performance, quality and efficiency of work processes.

Results Orientation: Is focused on outcomes and accomplishments; follows through on commitments; can be counted upon to successfully execute on goals; motivated by achievement and a need for closure; has an attention to detail and is both efficient and effective in achieving a high level of measurable outcomes; persists in achieving goals despite obstacles

QUALIFICATIONS

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

Preferred Qualifications:

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

Skills & Knowledge:

- Knowledge of standard clinical healthcare practice policies and procedures.
- Experience working on computers and Knowledge of Microsoft Office software products.
- Ability to work with EHR systems.
- Knowledge of health insurance plans.
- Knowledge of healthcare terminology, procedures, and practice.
- Knowledge of HIPAA regulations.
- Excellent verbal and written communication skills.
- Ability to work independently and to use good judgment.
- Ability to work effectively and harmoniously with co-workers.

SALARY AND BENEFITS

This is a full-time, non-exempt position. Competitive compensation & benefits package. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental 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 on our [Careers page](#). Submit application and current resume with letter of interest not to exceed two pages to Human Resources. No phone inquiries, please.

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