



## CALL CENTER AGENT JOB ANNOUNCEMENT

Santa Cruz Community Health (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, more than 45 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 the East Cliff Family Health Center in Live Oak, serving everyone.

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 comprehensive, quality health care.

### POSITION SUMMARY:

The Call Center Agents are responsible for ensuring a positive and effective experience for every patient that has telephone contact with the SCCH. Agents 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 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:** Temporary, Full-time, hourly, non-exempt  
**Reports to:** Patient Service Manager

**Location:** Administration/Clinic  
**Hours:** Varies

### 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

**GENERAL JOB PERFORMANCE STANDARDS:**

**KNOWLEDGE OF WORK** - Posses and utilizes knowledge of the job which is essential to perform the specific functions and related work.

**QUANTITY OF WORK** - Accomplishes an appropriate volume of satisfactory work under normal conditions. Ability to produce results.

**QUALITY OF WORK** - Consistently demonstrates accuracy, thoroughness, neatness and dependability to produce work within acceptable standards.

**TIMELINESS** - Completes assignments on or ahead of schedule.

**ABILITY TO LEARN NEW DUTIES** - Interprets, learns and responds to instructions for new situations, procedures or methods.

**JUDGEMENT and COMMON SENSE** - Decisions/actions are sound, including safety awareness.

**COOPERATION** - Willing to work with others toward common goals.

**COMMUNICATIONS** - Demonstrates relevance and clarity of written and oral expression. Effectiveness in exchanging ideas and information.

**INITIATIVE** - Ability to originate, develop or create new ideas or take steps to get things done.

**PROBLEM SOLVING** - Identifies and evaluates alternate solutions and selection of the most appropriate course of action.

**ATTENDANCE and PUNCTUALITY** - Shows daily ability to be at work at scheduled time, including being prepared to work on time after breaks, meal periods, and other authorized absences from work.

**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
- Fluent bilingual Spanish/English
- Ability to work some evenings and some Saturdays
- Excellent patient/customer service, communication and follow-through skills

**PREFERRED QUALIFICATIONS**

- Bachelor's Degree in health or related field
- Previous healthcare experience
- Ability to work with practice management and EHR systems.
- Knowledge of health insurance plans.
- Knowledge of healthcare terminology, procedures, and practice.



- Knowledge of HIPAA regulations.

## WORK CONDITIONS

Working conditions are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

## SALARY & BENEFITS

This is a temporary full-time, hourly non-exempt position not eligible for benefits. Competitive compensation. However, employee is entitled to 24 hours of Paid Sick Leave and automatic 2% enrollment in the employer sponsored 401K Plan and a 2% retirement match.

## APPLICATION PROCESS

To apply, complete the SCCH employment application found 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).