



JOB DESCRIPTION FORM

Job Title: Call Center Coordinator	Name of Incumbent:
Organization Unit: Health Care Delivery	Location: Philippines

Job Summary:

Reports directly to the Revenue Cycle Manager and responsible for answering telephone inquiries and channels them to appropriate parties, typing all correspondences and performing various administrative functions for the team.

Duties and Responsibilities:

1. Answer multi-phone lines with ability to manage more than one call at once.
2. Transfer calls and take messages in a manner so that communication is accurate, complete and timely.
3. Track messages, route accordingly and ensure they are answered.
4. Take patient demographics and other patient information to ensure the transition at the time of the appointment is easier and more effective for the patient.
5. Schedule appointments for follow-up, established and new patients; ensure that the scheduled appointment is within the organizational standards of being seen timely.
6. Create an atmosphere of comfort, peace and make it easy for the patient; the patient is our first business.
7. Answer all phone calls within 2 minutes of the call hitting the system.
8. Answer and end all phone calls within the set dialogue parameters established by Marketing and Health Care Delivery leadership.

Job Specifications:

1. Graduate of Bachelor's Degree in Nursing; RN License is required.
2. Minimum of 1-year experience with impressive track record in providing professional nursing care for clinic patients following established standards

and practices. Minimum of 1-year experience in providing warm and pleasant customer service.

3. Effective team player. With very good interpersonal relationship, skills and can work and relate well with co-employees, patients and customers.
4. Must have the behavioral sensitivity, maturity, diplomacy and tact in addressing complex situations and handling irate customers.
5. Outstanding oral and written communication skills.
6. Strong ethics and a high level of personal and professional integrity.
7. Must have basic familiarity on federal and state laws and requirements relating to healthcare management.
8. Computer literate and very highly proficient in using MS office programs.