



Job Description – Virtual Inbound Call Center Representative (Patient Connection Center)

Job Title: Virtual Inbound Call Center Representative
Department: Patient Connection Center- Call Center
Supervisor: Patient Connection Supervisor
FLSA Status: Non-Exempt
Prepared By: KLM
Prepared Date: 8/4/20
Approved By: KLM
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Summary:

The Virtual Inbound Call Center Representative plays a crucial role as they are the liaison between our patients and medical practices within the Millennium Physician Group family. They are the first point of contact via telephone with the patient. The successful call center candidate will be driven and demonstrate strong customer service skills through effective handling of incoming calls. S/he will have strong typing and computer skills and ability to schedule patient appointments, provide accurate information, and solve complaints and inquiries; always keeping customer satisfaction at the core of every contact.

Work From Home: This role is a remote work from home position, working from the comfort and convenience of your home office. Candidates need to be located within a 1-2 hour driving commute to our Training center in Fort Myers, FL and will be required to commute to that office as needed for initial training and future training sessions.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- The virtual call center representative manages large amounts of inbound calls (100-150 calls daily) through delivery of exceptional customer service and support.
- Builds customer trust through empathetic personalized conversations.
- Takes ownership by identifying patient needs, resolves problems by clarifying issues, researching and exploring answers and alternative resolutions and implementing best solutions.
- Implements protocol to take appropriate steps in an urgent call situation.
- Completes and processes records to ensure all pertinent data is entered into the Athena (medical) system in an accurate and thorough manner.
- Meets performance metrics, goals, and outcomes in a fast paced, high performing team based setting.
- Maintains a high level of responsibility and accountability to being punctual and adhering to an assigned schedule.

- Works closely with partner teams to keep up to date on process changes, partners for quick resolution of cross-functional issues, and consults to improve processes.
- Works under supervision of call center manager who provides regular feedback and on- going development.

Knowledge, Skills, and Abilities:

- Proven ability to communicate effectively both verbally and in writing
- Ability to handle calls with professionalism, sensitivity, and diplomacy under pressure
- Must be an independent, motivated worker, and an innovative self-starter
- Must be confident and flexible
- Microsoft Office proficiency a plus
- Strong ability to multitask in a high call volume setting
- Ability to talk and type at least 35 words per minute

Requirements for this Remote Opportunity:

- **Internet:** Broadband or Fiber internet with a minimum of 20Mb download speed that the Teleworker would be hardwired to.
- **Equipment:** You will be provided with computer, monitors and additional equipment as needed.
- **Remote Work:** You must have a private room to work to limit distractions and noise.
- **Work Hours:** This is a Monday through Friday opportunity from 8:00 am to 5:00 pm.
- **Training:** Majority of training will be conducted virtually but you may be required to commute to the training center for additional/future training. Paid training.
- **IT Support:** During initial set up of equipment or with IT issues, support would be initiated by Teleworker through the Service Desk and if needing to physically pick up equipment, will be scheduled by IT for pick up at field office locations in Port Charlotte, Fort Myers, Naples and Jacksonville).

People who enjoy and succeed in this role: (Attributes)

- Have a positive customer service attitude and are energized by helping people
- Assimilate information and listen well in a call center setting
- Have a strong work ethic that includes thoroughness and attention to detail
- Understand that success comes from working together (team player)
- Adapt to changing circumstances with patience and determination
- Love to solve problems creatively and think analytically
- Pride themselves on their ability to organize and process information
- Take ownership of outcomes in providing quality service and support
- Get excited with comprehensive training and continued opportunity to grow/develop!

This is a Monday through Friday work schedule. You must be available between 7:45 am and 5:15pm and have the ability to work remotely.

Education and/or Experience

High school diploma or general education degree (GED); or 1+ years of customer service/call center experience; or equivalent combination of education and experience. 1+ years of customer service experience (preferred within a call center or healthcare field)

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

No skills needed.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Athena Database software (Preferred); Microsoft Excel Spreadsheet software and Microsoft Word Processing software.

Certificates, Licenses, Registrations

N/A

Physical Demands The physical demands described here 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 individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate depending on business activity of the office.

Millennium Physician Group is proud to be an Equal Opportunity Employer in a Drug Free Workplace. Additionally, Millennium is proud to join the nearly 3,000 health system and physician groups who have gone completely Tobacco Free.

If you are ready to join our organization, please click on the link to apply today. We look forward to meeting you!

Receipt and Acknowledgement

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Home and the Corporation.
- I have read and understand this job description.

Print Employee Name: _____

Employee Signature: _____

Date:_____