



Greater Elgin Family Care Center

Greater Elgin Family Care Center Job Description

Job Title: Phone Operator
Department: Operations
Reports To: Call Center Coordinator
Prepared By: Call Center Coordinator
Prepared Date: September 2005; March 2006; April 2015

SUMMARY

This position is responsible for answering phones, scheduling appointments, data entry, and distribution of messages.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Answers all incoming phone calls to the Call Center, determines callers' needs and responds accordingly.

Answers and distribute phone calls to appropriate staff members.

Takes complete and accurate messages.

Schedules appointments for patients.

Enters pertinent patient information into EPM/EHR System completely and accurately.

Check and distribute voicemail messages.

Assists Call Center Coordinator and other staff members as needed.

Assist other Health Centers with patient phone calls as needed.

Report to all scheduled work sites and shifts on time and fully prepared to engage in all job responsibilities; location of work sites and shifts will change at the discretion of the supervisor.

Engage in all offered training, consultations and supervisions made available. Fully and professionally respond to and implement directives and advice offered by all supervisory and training personnel, as well as professionally offered feedback from coworkers.

Perform other duties as assigned

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE

High School graduate, G.E.D., or comparable diploma is required.

Prior work experience is preferred, but not required.

Familiarity working with computers.

LANGUAGE SKILLS

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure/training manuals. Ability to effectively present information and respond to questions from groups of managers, clients/patients, customers and general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

OTHER QUALIFICATIONS

Customer service orientation.

Bi-Lingual (Spanish) required

Ability to work late evening hours.

Ability to works weekend hours.

Pleasant disposition and ability communicate effectively with patients and co-workers.

Must be able to respond to patients with non-judgmental empathy.

Must be able to maintain confidentiality of services.

Must have strong numbers aptitude.

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.

While performing the duties of the job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and climb or balance. The employee is occasionally required to stoop, kneel, crouch, or crawl, and taste and smell. The employee may occasionally lift and/or move more than 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Also, the employee may be required to utilize non-violent crisis intervention techniques with a patient who appears to be endangering themselves or others around them.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. Additionally, the employee is occasionally required to work in and/or travel to various communities of different social, economic and ethnic backgrounds. The noise level in the work environment is usually moderate.

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