



VALLEY COMMUNITY HEALTHCARE

We are seeking a **Call Center Operator** to join our dedicated team.

Position: Call Center Operator
Reports to: Front Desk Manager
Hours: F/T Mon – Fri 40 hours
(Some evenings & weekends may be required)
FLSA Status: Non-exempt

For over 50 years, **Valley Community Healthcare** has been one of Los Angeles' leading community-based health centers, providing primary care and promoting community wellness and prevention programs. Located in the San Fernando Valley, Valley Community Healthcare has two sites and 30+ providers. We are an NCQA certified-level 3 Patient Centered Medical Home for over 25,000 unique patients and provided over 100,000 medical visits last year. We are looking to grow and integrate our core programs - primary care, pediatrics, adolescent teen clinic, women's health, dental, optometry, and behavioral health, through a care team approach, quality, and innovative care delivery models.

Applications: Valley Community Healthcare offers competitive salary and benefits packages. Please submit a resume, cover letter and salary expectation to our Human Resources Department at HRresumes@vchcare.org for consideration.

Minimum Qualifications:

- Must have good telephone skills.
- Ability to work well with a variety of people.
- Ability to handle multiple tasks.
- Bilingual English/Spanish and experience working in a medical facility beneficial.
- Excellent Communication skills

Specific Duties:

- Excellent Customer Service
 - Be prepared
 - Facility and Services Knowledge
 - Generous amount of common courtesy
 - Good Listener
 - Good Attitude
 - Manage length of the patient call
 - Voice Tonality
 - Empathy
- Ability to work under pressure.
- HIPPA Compliant



- Friendly personality with the desire to work with the public.
- Arrive to work on time to log into the ACD at your scheduled work time.
- Answer, direct calls, take messages and forward to appropriate
- Keep patient wait time under five minutes
- Navigate effectively through Valley Community Healthcare E H R system
- Schedule appointments for several Departments
- Verify Insurance eligibility
- Perform a variety of clerical duties involved in greeting and directing patients, making appointments, and providing information to assist patients in obtaining clinic services.
- Provide information to patients on such matters as services, charges and routine treatment procedures.
- Make appointment through our E H R Patient Portal
- Perform other related duties incidental to the work described herein.

Responsibilities:

- Schedule appointments for patients.
 - Answer telephone promptly and in a polite and professional manner.
 - Obtain/verify and enter accurate demographic information into Next Gen (address, telephone number, name of insurance or self-pay status).
 - Schedule appointment correctly - review appointment date, time, location, and provider name with caller.
 - Inform caller of items to bring to appointment (including insurance card, medications, office visit fee, and verification of income - if applicable).
 - Remind caller to arrive 15 to 30 minutes before scheduled appointment to complete paperwork.
 - Remind caller of cancellation/no-show policy.
 - Answer questions and offer other information, as requested, to provide patient-focused service and a positive impression of the organization
- Act as a liaison for the patients and the Health Center:
 - Direct calls to other departments as needed.
 - Use sound judgment in handling calls, especially with upset patients.
 - Understanding of when to escalate calls to physicians/practice manager/triage nurse.
- Responsible to be at your desk ready to work on time; logged into the ACD at the time you are scheduled to work.
- Responsible for maintaining operator desk organized, greeting clients, scheduling appointments, providing resources to patients
- Responsible for sustaining good performance throughout the year in light of difficult circumstances
- Responsible for representing the center by using excellent customer service regardless of the situation.
- Extending courtesy towards patients and coworkers
- Acting with civility at all times



- Maintaining High ethical behavior and standards as well as positive attitude
- Accepting others
- Quality of every call processed is thorough and meets with the centers motto and goals
- Quality of every call meets with the Call Center Scorecard Call Measures
 - Introduction
 - Confirmation Information
 - Body of the Call
 - After the Call
- Work closely with other call center team members on appointment scheduling and services offered to ensure smooth patient flow and cut down on waiting time.

***Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.**

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER

OUR MISSION: To make an impact on the health and well-being of the whole community by providing high quality primary medical care and comprehensive healthcare services to those in need, regardless of their ability to pay.