



華埠服務中心
Chinatown Service Center

Call Center Representative

The **Chinatown Service Center (CSC)** is a nonprofit organization that provides multilingual health and social services, employment training and counseling in the Greater Los Angeles area. For further information on CSC, Visit our web site at <http://www.cscla.org>

Position: Call Center Representative

Open Date: July, 2018

Closing Date: Until filled

Job Responsibilities:

- Answer all incoming telephone calls and retrieve telephone messages for the clinic.
- Test the automated reminder call system on a weekly basis.
- Maintain smooth patient flow through communication between patient, provider, Medical Assistant (MA) and other clinic support staff.
- Verify patient's appointment on the NextGen System.
- Update and verify patient's information/data contained within NextGen.
- Check to make sure that Financial Screening, program enrollment, and verification is completed in check-in.
- Screen telephone calls to ensure routing to the appropriate department or individual(s).
- Assist with appointment cancellation and rescheduling and conducting reminder calls.
- Ensure complete and accurate data entry during telephone patient registration process.
- Provide general information (e.g. directions, scope of services, available programs) to patients and/or customers.
- Forward patient concerns and feedback to appropriate personnel within the Community health Center for resolution and optimization of clinic efficiency.
- Responds to general inquiries and calls for emergency requests.
- Provide assistance and information to patient when requested.
- Perform other duties as assigned.

Job Requirements:

- High School Diploma and 1 Year minimum working experience in front clinic office functions, patient scheduling and registration.
- Higher level of customer service and a positive approach.
- Ability to speak clearly, distinctly, and pleasantly on telephone and face-to-face patient encounters while maintaining professionalism.
- Able to work effectively while multi-tasking.
- Effective oral and written communication skills.
- **Bilingual in English and Cantonese or/and Mandarin required.**

Please send your resume to:

cschr@cscla.org

Subject: Call Center Representative

**Chinatown Service Center is a nondiscrimination equal opportunity employer.
Reasonable Accommodations are available upon request to individuals with disabilities.**