**JOB DESCRIPTION**

**POSITION:** Call Center Coordinator  **REVISION DATE:** 12/2022

**DEPARTMENT:** Patient Access Center (PAC)

**REPORTS TO:** Manager of PAC

**MISSION STATEMENT: Provide Outstanding Technology, Outcomes, and Care**

At Loden iVision Centers, our mission is to uniquely provide the most advanced vision technology and best possible care, while exceeding our patients’ expectations in every way.

**DUTIES AND RESPONSIBILITIES:**

•Accepts all incoming coming calls timely and schedules all patient appointments with necessary physician

•Conducts follow up calls and reschedules missed appointments

•Ensures patient-provider relationship; making sure patients feel welcome to the practice and continues to come to Loden Vision Center to receive top quality care

• Provide courteous, timely, professional and empathetic customer service at all times

• Have knowledge of new products, services, advanced techniques and procedures that Loden Vision Center offers.
• Maintain acceptable standards, develop communication skills that will provide the highest levels of service, and demonstrate willingness to cross-train in department support areas

• Manage and prioritize multiple calls and concerns simultaneously

**QUALIFICATIONS & REQUIREMENTS:**

• High School diploma or equivalent required, some college strongly preferred
• 1+ years of experience in customer service required
• Previous call center experience is strongly preferred
• Comfortable using computers; able to navigate through various software systems

• Exceptional interpersonal skills with ability to interact with patients with a high degree of professionalism.

• Able to practice active and attentive listening skills, demonstrate proficient grammar, and deliver clear concise professional communication
• Have highly adaptive communication and language skills to meet customer on their level
• Must be detail oriented, with the ability to handle multiple assignments promptly and effectively
• Follows instructions, responds well to direction, takes responsibility for own actions, and meets or exceeds company expectations
• Deliver exceptional customer service skills
• Able to work calmly in a fast-paced environment with a strong emphasis on quality and accuracy
• Must be able to sit at workstation for a minimum of 7 hours per day while using a computer, keyboard, mouse, and phone headset

**HOURS:**

Loden Vision Centers Patient Access Center operates Monday – Friday 8:00am to 5:00pm

**DRESS:**

Business Casual

**ORGANIZATIONAL POLICIES:**

1. **Personal Appearance -** Dresses appropriately for position; follows grooming and dress code policy.
2. **Attendance/Punctuality** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
3. **Dependability** - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
4. **Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
5. **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 use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee is occasionally required to sit. The employee must regularly 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.

1. **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.

While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts; fumes or airborne particles and toxic or caustic chemicals. The noise level in the work environment is usually moderate.

1. **Quality -** Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
2. **Quantity -** Meets productivity standards; completes work in timely manner; strives to increase productivity; works

Loden Vision Centers is an equal opportunity employer. We require pre-employment background check and drug screening.

Print Name Employee Signature

Manager