

Northeast Georgia Diagnostic Clinic, LLC

Customer Service Representative

Job Title: Telephone Customer Service Representative	Reports To: Pod Leader
Dept: Customer Service	Classification: Non-Exempt
	Scale: 10

Job Summary: Responsible for performing a variety of secretarial duties for physicians and other members of the clinic; 100% phone contact with patients and other clients of the Clinic.

Essential Functions:

- Schedules, coordinates and reschedules patient's appointments.
- Relays necessary messages to staff via the Electronic Medical Records System.
- Maintains and updates current information on physician's schedules ensuring that patients are scheduled properly and appointments are confirmed.
- Calls patients to remind them of future scheduled appointments
- Answers routine medical questions regarding patient appointments and testing.
- Prepares and processes correspondence between patient and provider.
- Performs secretarial/clerical duties in a medical group including sorting and distributing faxes.
- Obtains, verifies, and updates patient information
- Provides support services to patients and medical staff.
- Performs Switchboard Operator duties as needed (see job description).
- Other duties as assigned.

The jobholder must demonstrate current competencies applicable to job position.

Qualifications, Training, Experience:

High school degree or equivalent. Minimum of two years of computer experience in a medical office setting. Knowledge of medical terminology.

Knowledge, Skills, Abilities:

Knowledge of medical terminology and office procedures; Knowledge of grammar, spelling, and punctuation. Skill in operating the phone system, computer, fax machine and copy machine. Ability to provide quality customer service to patients, Ability to type; Ability to read, understand and follow oral, and written instruction; Ability to sort and file materials correctly by alphabetic or numeric systems; Ability to communicate clearly and concisely; Ability to establish and maintain effective working relationships with patients, employees and the public.

Environmental/Working Conditions:

Work is performed in an office environment. Involves frequent contact with staff and patients. Work may be stressful at times. Contact may involve dealing with angry or upset people.

Physical/Mental Demands:

Work may require hand dexterity for office machine operation, stooping and bending to files and supplies, mobility to complete errands or deliveries, or sitting for extended periods of time. Wearing headset up to seven hours per day. Manual dexterity for using a computer keyboard.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.