



**JOB DESCRIPTION:**  
**Patient Services Contact Center Representative**

**REPORTS TO:** Patient Services Contact Center Manager

**EDUCATION & EXPERIENCE:** High School Diploma or equivalent; Associate degree or higher preferred. Minimum of one year contact/call center experience. Healthcare contact/call center experience preferred.

**SKILLS:**

- Take patient calls and provide accurate, satisfactory answers for their questions and concerns, schedule appointments, transfer patient's call to appropriate departments
- De-escalate situations involving dissatisfied callers, offering patient assistance and support
- Collaborate with other contact center personnel to improve patient experience
- Strong communication, both written and verbal
- Great active listening skills and proactive communication skills to meet patient needs and escalate as required
- Exceptional interpersonal and rapport building skills
- A patient and empathetic attitude
- Strong time management and organizational skills
- Adaptability and flexibility implement changes quickly
- Comfortable working in fast-paced environments
- Troubleshooting skills
- Computer literacy
- Phone skills, including familiarity with complex or multi-line phone systems
- In-depth knowledge of a Waco Family Medicine services
- Ability to speak multiple languages, especially those common among callers

**PRIMARY DUTIES:** In addition to your current primary responsibility of current job position

- Answering inbound calls, assisting patients with scheduling appointments and general information.
- Handle 70-100 inbound calls per day, accurately scheduling clinic visits
- Providing excellent customer service and empathy.
- Using computer skills for data entry.
- Ability to multi-task.
- Gathering and reviewing patient medical information including demographics and medical insurance information as needed to assist with the call.

**OTHER DUTIES:**

- Other duties as assigned by supervisor

**PHYSICAL AND MENTAL REQUIREMENTS:**

- Visual and auditory accuracy
- Shift length - 8 hours
- Indoor setting –
- Frequent use of computer
- Long periods of sitting
- Frequent use of telephone
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication
- Occasional reaching, walking, squatting, bending, kneeling, twisting and climbing
- Occasionally carrying, lifting, pushing and pulling of up to 25 lbs.
- Occasionally working in confined, noisy, dusty areas
- Regular use of personal transportation
- Understand/carry out simple/detailed, oral/written instructions with retention
- Read and interpret detailed specifications.

TO APPLY: Please visit our website at [www.wacofamilymedicine.org](http://www.wacofamilymedicine.org) and fill out an online application located under Careers.

**REVIEWED WITH EMPLOYEE:**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Supervisor

---

Date