



## **Ravenswood Family Health Center Operator/Call Center Agent**

### **Summary:**

Under the direct supervision of the Call Center Manager, the Call Center Agent is responsible for answering heavy phone lines at Ravenswood Family Health Center.

### **Essential Duties and Responsibilities**

*To be performed in accordance with RFHC Policies and Procedures*

- Answer telephones in a prompt and courteous manner
- Assess the caller's needs and transfer them to the appropriate person promptly and/or according to script
- Screen new patients for clinic registration, introducing them to the services at RFHC and explaining what information to bring to their registration visit
- Assist patients in scheduling and/or rescheduling appointments
- Schedule referral appointments to specialists, hospitals, and other clinics for RFHC patients needing further evaluation
- Conduct follow-up calls for missed appointments, referrals and as requested by providers
- Make reminder calls to patients for upcoming appointments
- Send follow-up letters to patients for missed appointments as requested
- Will be cross trained to back up the front desk if coverage is needed
- Provide translation services as needed
- Other duties as assigned and requested

### **Qualifications**

- High school diploma or GED with one year work-related experience in a medical office setting is required.
- Bilingual Spanish/English or Tongan/English is strongly preferred
- Work experience in the reception area of a doctor's office or community clinic with knowledge of medical terminology is preferred
- Outstanding customer service abilities
- Basic knowledge of computers in a Windows environment
- Ability to speak clearly and concisely and to sensitively interact with patients and providers
- Commitment to support and implement the philosophy, goals, and objective of RFHC

Qualified Applicants should submit their resumes to:

[resumes@ravenswoodfhc.org](mailto:resumes@ravenswoodfhc.org)

FAX: 650.321.8576