

**WEST GEORGIA EYE CARE CENTER  
JOB POSTING**

<b>OPENING DATE:</b> 04 /2 5/ 20 22	<b>CLOSING DATE: 05/03/2022</b>
<b>POSITION</b> Receptionist - Cal l Ce nte r	<b>DEPARTMENT</b> Business Office
<b>REPORTS TO</b> Front Office Su per vis or	<b>CLASSIFICATION</b> Hourly, Non-exempt upon experience \$12 to \$15 per hour, depending
<b>POSITION TYPE AND EXPECTED HOURS OF WORK</b> Full Time: Monday - Thursday, 8:00/8:30 a.m. - 5:00/5:30 p.m.; 8:00/8:30 - 1:00/1:30 on Fridays; Occasional Friday afternoons until 5/5:30.	

**SUMMARY**

The Receptionist assigned to the Call Center is responsible for answering incoming calls, utilizing positive customer service skills. The Call Center receptionist is also responsible for assisting patients with appointment scheduling, directing the caller to the appropriate person in the facility for billing or clinical assistance and answering questions regarding appointments. The Receptionist will be trained to review and work various reports regarding patient appointments, missed appointments and follow up appointments.

The Receptionist in the Call Center will be cross-trained for other positions in the clerical areas, and serve as back up staff for the front desk and back desk patient check-in and check-out, respectively.

**ESSENTIAL FUNCTIONS**

1. Answering incoming calls

1. Answer the phone following protocol and guidelines, utilizing the appropriate greeting while delivering excellent customer service.
  2. Address the patients' concerns with a caring attitude while offering assistance.
  3. Direct incoming calls to appropriate personnel
  4. Identify emergency calls and schedule or direct to the appropriate person.
  5. Clear all voice mail messages as soon as possible
  6. Schedule, reschedule, and cancel appointments as necessary. Prepare correspondence as necessary to remind patients of their appointments/ missed appointments.
  7. Greet patients at the back desk upon completion of visit to determine payments to be collected and ensure that all pertinent information has been provided in regard to follow-up visits. Acknowledge patient has checked out in the practice management system.
  8. While working in the call center, schedule appointments and route calls as directed by office procedures. Ensure that calls are handled in accordance with logical progression and that patient's questions are addressed in a professional manner.
  9. Work daily reports for missed calls, reports for scheduling patients for annual eye exam appointments and no show appointment reports
  10. Call center staff is also responsible for moving and rescheduling patients for their assigned provider (working the bumped appointment reports)
  11. Call center staff make appointments for patient referrals from other providers
2. Front Desk Check-In & Back Desk Check Out
    1. Greet patients upon arrival to the facility
    2. Verify patient demographic information
    3. Update any changes in patient information and insurance coverage
    4. Check patient into the computer system and send patient information to the clinical staff.
    5. Collect appropriate payment for patient's visit, and any pre-existing outstanding balance.
    6. Schedule patient's follow-up appointment, per the notes on the superbill.
3. Consistent Patient Follow-Up
    1. Contact patients as necessary to schedule appointments and testing.
    2. Send and receive faxes, call referring offices, help patients with phone calls
4. Financial Responsibilities
    1. Obtain proper insurance information. Provide fee schedules and insurance information to patients
    2. Collect co-pays, deductibles, and monies owed
    3. Balance cash drawer at close of business each day
    4. Report any overage/shortage to the Front Office Supervisor
5. Maintain patient confidentiality

## **SUPERVISORY RESPONSIBILITY**

This position has no supervisory responsibilities.

## **WORK ENVIRONMENT**

This position operates in a health care office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, fax machines, and filing cabinets.

## **PHYSICAL DEMANDS**

WGECC is a high-volume medical practice. The ability to transition to and from sitting at a desk and moving throughout the office frequently throughout the day is required. This position is sedentary in nature, and involves sitting for extended periods of time.

\* The American with Disabilities Act requires that **reasonable** accommodations be made for qualified individuals to help perform the essential duties and tasks of the position.

## **REQUIRED EDUCATION & EXPERIENCE**

1. High school diploma or equivalent
2. At least one (1) year of customer service experience.

## **SKILLS & ABILITIES**

3. Excellent customer service and communication skills.
4. Ability to understand insurance fundamentals for patient visits.
5. Strong and experienced background in data entry.
6. Ability to work as a team member.
7. Manage multiple tasks simultaneously.
8. Highly motivated and organized.
9. Empathetic with patients' needs and concerns.
10. Excel under pressure.
11. Attention to detail.
12. Treat patients with respect.

## **PREFERRED EDUCATION, EXPERIENCE, AND SKILLS**

1. Two years of medical office experience.
2. Prior call center experience
3. Bilingual

## **OTHER DUTIES**

The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive

list of all responsibilities and duties required of personnel so classified. Duties, responsibilities, and activities may change at any time with, or without, notice.