

Valley AIDS Council d/b/a Westbrook Clinic

Job Description

Job Title: Telephone Operator
FLSA Status: Non-Exempt
Approved by: CEO/Executive Director
Approval Date: 03/07/2022
Skill Level: Telephone Operator / Receptionist
Department: Administration
Reports to: Director of Medical Office Operations

EMPLOYEE RISK FACTOR: III

Performs tasks that do not routinely involve exposure to blood, body fluids or tissues, and are not called on to perform or assist in emergency medical care or first aid to be potentially exposed in any other way as a condition of employment.

SUMMARY:

Properly greets incoming guests, determines purpose of visit, and follows appropriate procedures with each guest. Answers incoming phone calls and follows appropriate procedures to direct callers to appropriate personnel or departments. Schedules patient for medical, case management, linkage to continuum of care or testing appointments. Conducts daily and weekly data entry regarding HIV/STI testing and client surveys.

SUPERVISION RECEIVED:

1. Direct Supervisor: Director of Medical Office Operations
2. Secondary Supervisor: C.O.O.

SUPERVISION EXERCISED:

1. None.
2. Must also coordinate activities, phone and clients with all departments within the agency on an equal basis.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage large volumes of inbound and outbound calls in a timely manner: always identify self and clinic. Determines purpose of callers, and forwards calls to appropriate personnel or department. This includes entering call notes into electronic medical record as appropriate and as per established procedures.
- Welcomes patients and arranges them thru the electronic medical records system which informs the appropriate department. Completes initial registration information, consent forms, annual consent forms, makes copies of insurance cards and scans into electronic medical records. Updates all patient information and insurance at every visit.
- Informs patients of share of costs and co-pays for all types of payers. May assist billing clerk to verify insurance coverage, Medicare, Medicaid Managed care, and any other private insurance companies.
- Welcomes on site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Calls patients to remind them of appointments as per established procedures.
- Answers questions about organization and provides callers with address, directions, and other information.
- Operates computer to enter and retrieve scheduling data per established procedures.
- Monitors and logs client wait times for services throughout all encounters. Posts data and assists with electronic medical appointments when required.
- Follows communication "scripts" when handling different topics.
- Collects co-pays, prior to client visits, submits payment electronically Transaction express. Provides patient with copy of payment and a copy to the billing clerk daily.
- Must have flexibility of work schedule and work site and be able to work at other of our site clinics when needed.
- Other duties as assigned by director/supervisor

MINIMUM QUALIFICATIONS – EDUCATION & EXPERIENCE:

High school diploma or general education degree (GED); and two years health industry related work experience and/or volunteer experience and/or equivalent training.

Must be Bilingual fluent (English-Spanish)

MINIMUM QUALIFICATIONS – KNOWLEDGE, SKILLS & ABILITIES:

Must demonstrate practical knowledge of computers, software, and products applicable to the industry. Additionally, the applicant is expected to demonstrate the ability to quickly acquire knowledge of departmental program structure (Mission, Vision, and Goal Statements) and department policies and procedures. Must be able to work a flexible schedule, as needed, and have the ability to demonstrate effective time management skills while working independently with minimal supervision.

COMMUNICATION SKILLS**Must be able to interact with patients courteously and calmly**

Good customer service and communicate well with public

Must have oral and written communication skills in English; strong organizational and time management skills.

Ability to perform multiple tasks; good problem-solving abilities; demonstrate flexibility and positive people skills. Ability to work with people of diverse backgrounds (including the LGBTQIA community, houseless individuals, transactional sex workers and people living with HIV/AIDS).

Math Ability

Must demonstrate proficient ability to apply mathematical concepts such as basic algebra and geometry to such tasks as discounts, interest, commission, proportions, percentages, area, circumference, and volume to practical situations.

EQUIPMENT USED:

Requires frequent use of personal computer, including word processing and spreadsheet programs; telephone, copy machine, and fax or electronic fax machine, must be able to use a calculator

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Able to reach above shoulder level, must be able to bend, stoop, squat, sit, stand, crouch, reach, kneel, twist/turn.

WORKING CONDITIONS:

Work is predominantly performed in an office setting where the noise level is usually quiet.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Valley AIDS Council d/b/a Westbrook Clinic is an Equal Opportunity/Affirmative Action employer, welcomes individuals from diverse backgrounds and perspectives, and believes that an inclusive and respectful environment enriches the Agency community and the employment experience of its members. Valley AIDS Council d/b/a Westbrook Clinic prohibits discrimination against individuals on the basis of race, color, national origin, religion, sex, sexual orientation, disability, age, status as a veteran or special disabled veteran, gender identity or expression, genetic information, pregnancy, childbirth or related medical conditions and any other prohibited characteristic. Please visit our website to view all Agency Policies and Workplace Postings.

Background investigations and a drug screen are required for all new hires as a condition of employment, after the job offer is made. Employment will be contingent upon Valley AIDS Council d/b/a Westbrook Clinic's acceptance of the results of the background investigation and drug screen.

Employment with Valley AIDS Council d/b/a Westbrook Clinic will require training which may include but not limited to explicit training/discussion regarding sex and sexuality. This position may also encounter such explicit language when dealing with clients and targeted populations.

This job description has been discussed with me by my supervisor. I agree to perform these duties to the best of my abilities, and I understand that my duties may not be limited to those described above.

Employee Signature

Date

Supervisor Signature

Date

HR Director Signature

Date