

Job Train - Menlo Park (5924)  
To: Employment Counselor  
Date: 05/03/2024



94560  
Newark, CA, 94560

## Medical Customer Service Rep

**Benefits:** Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

**Salary range:** \$20.90 to \$24.20 hourly  
**Employment status:** Contract / Temporary to Hire

### Description

Customer Access Assistant

- Responds to a high-volume of incoming telephone calls and referrals
- Assists patients in registering and canceling appointments
- Accurately documents and routes calls to the proper department
- Identifies urgent customer needs or operational issues, and escalates appropriately
- Efficiently navigates medical records and ensures patient information is up-to-date and accurately entered in the correct location
- Meets all regulatory and compliance standards
- Delivers high-level of customer service
- Follows documented protocols and guidelines
- Meets and exceeds departmental quality assurance standards
- Uses reference documents and online knowledgebase tools to clearly articulate accurate information regarding SHC services
- Uses functionality of the telephone system as required
- Other departmental duties as assigned

Knowledge and Skills:

- Type 40 words per minute
- Excellent customer service skills
- Demonstrated knowledge of proper English grammar in speaking and writing
- Effectively listen to resolve patient's/customers inquiries
- Maintain respect and composure in stressful situations
- Navigate complex software tools and accurately input data
- Effectively document caller notes into the medical record
- Ability to adjust communication to fit the needs and level of understanding of the receiver
- Ability to apply business logic to resolve patient/customer issues while managing multiple priorities

Minimum Qualifications:

- High School Diploma or GED equivalent Experience
- Six-months of customer service experience

### Requirements

Call Center Customer Service, Customer Service, Answering Inbound Calls, Answering Multi-Line Phone System

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