



CALL CENTER AGENT

Description:

Mississippi Sports Medicine and Orthopaedic Center is one of the nation's top orthopaedic groups and is dedicated to exceptional patient experiences. We are searching for a dedicated, supportive Call Center Agent who is comfortable engaging with patients on the phone in a helpful, kind and efficient manner. We are offering paid training with this role, which can be a great entry-level opportunity for someone starting their career. We do work hard to make our patients happy, which means we're focused on handling all their calls, offering exceptional service and seeking opportunities to make their lives better.

EXPERIENCE / EDUCATIONAL REQUIREMENTS:

Education:

- Graduate of four-year high school or equivalent (GED).

AND

Experience:

- One (1) year experience demonstrating your ability to adhere to a schedule, understand complex instruction and use technology.

ESSENTIAL FUNCTIONS:

The essential functions include, but are not limited to, the following:

- Schedule patients for 20 physicians
- Demonstrate empathy and active listening during patient calls
- Clearly understand all HIPAA guidelines and ensure guidelines are followed in all situations
- Provide timely response to patient and supervisor requests
- A strong desire to strive for excellence and happiness in helping others
- Strive to answer all calls pleasantly, and be helpful with their requests
- Must have full-time availability
- Fluent in English, both written and spoken
- Comfortable with computer and telephone systems, training will be provided

COMPETENCIES:

Integrity and Honesty: Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal. Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Seeks to understand and meets and/or exceed the needs and expectations of patients. Treats patients and staff with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Creates positive interactions with patients and staff.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Maintains necessary attention to detail to achieve high patient satisfaction. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job.

Self-Management Skills: Effectively manages emotions and impulses and maintains a positive attitude. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern. Demonstrates cross cultural sensitivity and understanding.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles. Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other

opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

Organizational Awareness: Knows the organization's missions and functions. Understands the policies, procedures, rules and regulations of the work unit and organization.

Oral and Electronic Communication: Expresses information to individuals or groups orally and electronically in an effectively manner, taking into account the audience and nature of the information.; listens to others.

Writing: Recognizes or uses correct English grammar, punctuation, and spelling;

Stress Tolerance: Deals calmly and effectively with high stress situations (examples: upset individuals, emergency situations).

PHYSICAL REQUIREMENTS:

Moderate Work: Requires substantial amount of time sitting, some ascending/descending of stairs.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less

Speaking / Hearing: Must possess the ability to give and receive information through speaking and hearing skills.

Motor Coordination: While performing the duties of this job, the incumbent is mainly required to sit; use hands to finger, handle, and feel objects, tools and/or controls.

Revised 07/09/2021