



## CALL CENTER OPERATOR

### **CHARACTERISTICS OF WORK:**

Mississippi Sports Medicine and Orthopaedic Center is searching for a dedicated, supportive Call Center Operator who can handle a high call volume call center with success. This position is entry-level which involves answering phones for the clinic's call center. Call Center Operators are the company's first line of contact and must make each contact exceptional. The ideal candidate will work well under pressure and is willing to adhere to the zero abandoned call rate goal.

### **EXPERIENCE / EDUCATIONAL REQUIREMENTS:**

#### **Education:**

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

AND

#### **Experience:**

- One (1) year experience related to described duties preferred

### **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
- Adhere to department zero abandoned call guidelines
- Exude extremely superb customer service and communications skills
- A strong desire to strive for excellence and happiness in helping others
- Answer all incoming calls, address/route as needed
- Transfer telephone system to answering service each weekday evening
- Must have full-time availability
- Strong user level of computer skills

### **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

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet

**Far Acuity:** Clarity of vision at 20 feet or more

**Field of Vision:** Ability to observe an area up or down, left, or right while eyes are fixed on a given point

**Depth Perception:** Three-dimensional vision. Ability to judge distances and spatial relationships.

**Ability to Adjust Focus:** Ability to adjust the eye to bring an object into sharp focus

**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.

### **COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions. 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:** Demonstrates a commitment to quality service through statements and actions. 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. Develops positive relationships with patients and staff.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and MSMOC and is a good steward of clinic assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions.

**Self-Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**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.

## **TECHNICAL COMPETENCIES:**

**Technology Application and Technical Competence:** Selects and understands procedures, machines, and/or tools that will produce the desired results; identifies or solves problems in machines, computers, or other technologies as they are related to performing tasks. Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format. Have knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training and extensive on-the-job experience; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

**Manages and Organizes Information:** Identifies a need for and knows where and/or how to gather information; organizes and maintains information or information management systems; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

**Organizational Awareness:** Knows the organization's missions and functions. Knows how social, political, organizational, and technological systems work and operates effectively within them. This includes 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.; makes clear and convincing oral and electronic presentations; listens to others, attends to nonverbal cues, and responds appropriately in an unbiased manner.

**Writing:** Recognizes or uses correct English grammar, punctuation, and spelling; communicates thoughts, ideas, information, and messages in writing in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

**Stress Tolerance:** Deals calmly and effectively with high stress situations (examples: tight deadlines, hostile individuals, emergency situations, dangerous situations).