

Phone Bank Coordinator

Location:	Denver, CO
Schedule:	Full Time
Scheduled Days & Hours:	M-F
Job Details:	<p>We are seeking an exceptional Phone Bank Coordinator. Our state-of-the-art center is looking for a Phone Bank Coordinator that fits our mission of excellence in urology. Every member of our team plays a crucial role in fulfilling our promise of excellence to our patients. If you are a dynamic person that thrives in a learning environment and takes pride in your work, we'd like to hear from you.</p> <p>ESSENTIAL FUNCTIONS:</p> <ol style="list-style-type: none">1. Opens/closes phone bank following standard procedure.2. Screens all calls (large volume) following clinic guidelines directs appropriately to physicians, other medical personnel, management and support staff. Keeps records of phone bank function as directed.3. Takes messages following guidelines related to timeliness and accuracy and process appropriately (utilizing clinical EMR flag system).4. Updates demographic information in computer.5. Conduct confirmation calls for appointments two days ahead.6. Places return calls as requested.7. Pages staff and makes announcements as directed.8. Assists other departments as directed (i.e., prescription refills).9. Keep phone bank clean and organized.10. Attend and participate in staff meetings. <p>KNOWLEDGE, SKILLS & ABILITIES:</p> <ol style="list-style-type: none">1. Knowledge of clinic policies and procedures related to phone bank operations.2. Knowledge of how to operate phone bank equipment.3. Knowledge in computer system.4. Knowledge of customer services principles and techniques.5. Skill in screening and directing calls in pleasant and expeditious manner.6. Skill in customer service by pleasantly dealing with all callers and effectively serving as center liaison.7. Ability to adapt and learn how to use new phone bank equipment.8. Ability work cooperatively as member of center's front-line service team.9. Ability to respond to stressful/emergency situations in calm and effective manner. <p>EDUCATION: High school diploma or GED.</p> <p>EXPERIENCE: Minimum of two year's experience in telephone operations, preferably in health care setting.</p> <p>As an affirmative action/equal opportunity employer, TUCG is committed to making all employment decisions based on valid requirements. No applicant shall be discriminated against in any terms, conditions or privileges of employment or otherwise be discriminated against because of the individual's race, creed, color, religion, gender, national origin or ancestry, age, mental or physical disability, sexual orientation, gender identity, transgender status, genetic information or veteran status. TUCG does not discriminate against any "qualified applicant with a disability" as defined under the Americans with Disabilities Act and will make reasonable accommodations, when they do not impose an undue hardship on the organization.</p>