

Senior Call Center Coordinator - School of Dental
Medicine
Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=152410>

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Posted Jan. 5, 2021, set to expire May 20, 2021

Job Title Senior Call Center Coordinator - School of Dental Medicine
Department
Institution Tufts University
Boston, Massachusetts

Date Posted Jan. 5, 2021

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Classified Staff
Coordinator

Academic Field(s) Communications/Public Relations
Administrative Support/Services

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Job Description

Senior Call Center Coordinator - School of Dental Medicine - (20001759)

Description

The Senior Call Center Coordinator triages or resolves new patient and general inquiries to the dental school made over the phone or online and serves as escalation point for complex inquiries for Contact Center Coordinators. Serve as subject matter expert for a specific set of Specialty Clinics.

Qualifications

Basic Requirements:



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High School Degree/equivalency.
1-3 year of job related experience.
Basic computer skills.
Excellent communication and customer service skills.
Preferred Qualifications:

Associate's Degree or Bachelor's Degree.
Experience in a call center or customer facing role.
Previous experience in healthcare or higher education.
Fluency in a second language (Mandarin, Cantonese, Spanish, Portuguese, Vietnamese or Haitian Creole, preferred).

An employee in this position must complete all appropriate background checks at the time of hire, promotion, or transfer.

Equal Opportunity Employer – minority/females/veterans/disability/sexual orientation/gender identity.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact