

## Call Center Coordinator - School of Dental Medicine Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=235049>

Downloaded On: Jul. 26, 2024 7:29pm

Posted Apr. 22, 2024, set to expire Dec. 31, 2024

<b>Job Title</b>	Call Center Coordinator - School of Dental Medicine
<b>Department</b>	
<b>Institution</b>	Tufts University Medford, Massachusetts
<b>Date Posted</b>	Apr. 22, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Coordinator
<b>Academic Field(s)</b>	Administrative Support/Services
<b>Job Website</b>	<a href="https://jobs.tufts.edu/jobs/20404?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/20404?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

### Overview

The Dental School Call Center department is responsible for answering incoming phone calls efficiently for the entire school and identifying the patient's needs and assisting to their questions and inquiries appropriately.

### What You'll Do



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The Call Center Coordinator is responsible for providing quality customer service for all internal and external patients by using excellent, in-depth knowledge of the school's procedures, services, and systems. Will perform other duties as assigned.

### What We're Looking For

#### Basic Requirements:

- Knowledge and skills as typically acquired through completion of a High School diploma or equivalent work experience.
- Prior customer service or call center experience.
- Proficient computer and typing skills.
- Excellent verbal and communication skills.

#### Preferred Qualifications:

- Associates degree or related health care experience.
- Ability to follow established procedures and policies.
- Knowledge of customer service principles and practice.
- Detailed oriented, ability to multi-task, and highly organized.
- Ability to work in a team environment as well as work independently.
- Telephone etiquette skills.
- Dental/Medical background a plus.

### Pay Range

Minimum \$18.80, Midpoint \$21.85, Maximum \$24.90

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

### Contact Information



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

### **Contact**

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