

Call Center Coordinator Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=243228>

Downloaded On: Aug. 31, 2024 10:13pm

Posted Aug. 16, 2024, set to expire Dec. 31, 2024

Job Title	Call Center Coordinator
Department	Dental School Call Center
Institution	Tufts University Medford, Massachusetts
Date Posted	Aug. 16, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator
Academic Field(s)	Health Services Administrative Support/Services
Job Website	https://jobs.tufts.edu/jobs/20850?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

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 Customer Service 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. The Call Center Coordinator will handle the below duties:

- Answer inbound telephone calls promptly and in a polite and professional manner
- Schedule appointments for patients by obtaining and entering demographic information into the patient system
- Assist with patient inquiries and requests to confirm appointment date/time, cancel/reschedule appointments, notifying students to follow up with their patient, educate new patients on the services offered at the Dental school and explain process for becoming a new patient
- Make outbound calls to patients to confirm appointments, rescheduling, and following up on their request
- Assist callers by providing correct answers and solutions to questions and inquiries
- Document all call information
- De-escalate situations involving dissatisfied patients, offering patient assistance and support
- Meet the performance goals established for the position in the areas of call quality, phone handling procedures, and attendance
- Remain up to date on all policies and processes
- Follow all communication procedures and guidelines during every customer interaction
- Maintain awareness of regulatory HIPAA guidelines to remain compliant to relevant policies and procedures
- Respond to patient online requests including making call outs to patients to assist with their inquiries, scheduling appointments, updating information or directing them to the appropriate area
- Take part in training and other learning opportunities to expand knowledge
- Other related duties as assigned by the Supervisor

What We're Looking For

Basic Requirements:

- Knowledge and skills as typically acquired by 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

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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 \$19.20, Midpoint \$22.20, Maximum \$25.40

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

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

Contact