

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

Direct Link: <https://www.AcademicKeys.com/r?job=260927>

Downloaded On: Aug. 8, 2025 10:06pm

Posted Aug. 8, 2025, set to expire Dec. 31, 2025

<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>	Aug. 8, 2025
<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/22183?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/22183?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

## Overview

**This is a part time position, working 24 hours per week.**

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

## What You'll Do

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### **This position is fully remote.**

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.

### **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 \$19.20, Midpoint \$22.50, Maximum \$25.90

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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applying for or inquiring about this job announcement.

**Contact**

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