



## JOB POSTING

TITLE: CLINIC CALL CENTER ASSOCIATE  
REPORTS TO: CALL CENTER LEAD  
LOCATION: ANTIOCH, CA  
STATUS: NON-EXEMPT/HOURLY/FULL-TIME  
PAY: \$18/HR

### **OUR MISSION & VISION**

The Brighter Beginnings mission is to “support healthy births and successful development of children by partnering with parents and helping to build strong communities”. The Brighter Beginnings community gains its strength and aspiration from our core belief and vision that, “every family matters, and every child deserves a happy, healthy future.”

### **OUR HISTORY**

Brighter Beginnings is a 501c3 nonprofit organization, and has been responding to the needs of families in resource poor neighborhoods since 1984 when our work began in response to the alarming differences in mortality and illness rates among African American babies compared to other children.

Brighter Beginnings has grown into a respected and well-connected organization with locations in Oakland, Richmond, Bay Point, and Antioch. We have a multi-cultural, bi-lingual staff of passionate and committed family service professionals; in fact, many of our staff came to this work because of challenges they faced in their own families.

### **POSITION SUMMARY**

The Call Center Associate is responsible for ensuring a positive and effective experience for every patient that has telephone contact with Brighter Beginnings. They answer calls in a timely manner and identify and address patients’ needs. This requires exceptional critical thinking, customer service, organizational, and time management skills. Duties include, but are not limited to, receiving incoming calls, answering patients’ questions, sending patients’ messages to their medical providers, and all aspects of appointment scheduling. The Call Center Associate is expected to meet specific performance targets related to caller wait times, call handling time, high quality customer service, and quality of telephone encounters created.

### **QUALIFICATIONS:**

#### **JOB QUALIFICATIONS AND EXPERIENCE**

##### Minimum Qualifications:

- High School Diploma or GED with a minimum of 2 years of related work experience.
- Experience and/or interest in health care
- Bilingual in Spanish/English
- Excellent patient/customer service, communication, and follow-through skills

##### Preferred Qualifications:

- BA or college coursework related to health care
- Previous experience in a primary care health care setting

### Skills & Knowledge:

- Knowledge of standard clinical healthcare practice policies and procedures.
- Experience working on computers and Knowledge of Google software products.
- Ability to work with EHR systems.
- Knowledge of health insurance plans.
- Knowledge of healthcare terminology, procedures, and practice.
- Knowledge of HIPAA regulations.
- Excellent verbal and written communication skills.
- Ability to work independently and to use good judgment.
- Ability to work effectively and harmoniously with co-workers.

### **RESPONSIBILITIES:**

- Schedules patient appointments appropriately according to scheduling and payor protocols
- Gathers information and relates that information efficiently and effectively to appropriate departments
- Monitors provider schedules to identify errors or opportunities for improved schedule efficiencies
- Acts as a patient liaison with other departments
- Attends to requests and actions from other departments in a timely and professional way
- Monitors and responds to department voicemail, patient portal messages, and after-hours messages
- Stays up to date on organizational changes as it relates to core responsibilities
- Seeks and supports changes in department workflow processes, suggests improvements, and participates in organized efforts to improve service levels
- Provides service in support of Patient Centered Medical Home model of care (Team-Based Care)
- Uses EHR system efficiently and effectively
- Maintains patient confidentiality as required by HIPAA in all daily work

### Customer Service

- Provides patient-centered customer service at all times
- Demonstrates the ability to anticipate patients' needs and deliver services and respond to patients in a timely, accurate, courteous, respectful and friendly manner
  - Demonstrates ownership, initiative, attention to detail, and follow-through
- Approaches problem-solving by focusing on patients first
- Advocates for care that best serves the patient
- Addresses customer complaints/problems in a timely manner

### Communication Skills

- Oral and written communication is clear, concise, accurate, positive and respectful
- Demonstrates comprehension of oral and written questions, instructions, and information rapidly, thoroughly, and accurately
- Response to oral and written questions, instructions, and information is timely and appropriate
- Written communication is well-organized, legible, concise, neat, and in proper grammatical form
- Checks work related email and mailbox on a daily basis

### Teamwork and Interpersonal Skills

- Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence
- Effective in offering support and assistance to others, in obtaining information from others, and in supplying information to others
- Demonstrates a positive attitude, flexibility and ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

### Judgment and Problem Solving

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Demonstrates good judgment in making decisions • Resolves issues independently and only seeks assistance as needed

### Reliability

- Completes assigned duties & responsibilities in an accurate, timely and efficient manner
- Arrives to work on time and maintains consistent attendance
- Follows instructions and appropriate procedures • Maintains patient confidentiality as required by HIPAA

### **SUPERVISORY RESPONSIBILITIES**

No supervisory responsibilities.

### **SPECIAL ADA REQUIREMENTS**

Brighter Beginnings is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities, and will make reasonable accommodation when necessary.

- For the purposes of ADA, the “Responsibilities” and “Qualifications” are essential job functions.
- Work is normally performed in a typical interior/office work environment, with typical office noise and other disruption.
- Limited physical effort is required.
- Both standing and sitting are required, with most of the job time spent sitting. Approximately three-quarters of the time is spent using a computer keyboard.
- Various types of equipment/supplies are used to accomplish the job requirements and include, but are not limited to, pens, pencils, calculators, computer keyboards, telephone, printers, etc.
- Required to drive to other work sites for meetings, conferences, etc.

To apply or request accommodations, please email your resume at [jobs@brighter-beginnings.org](mailto:jobs@brighter-beginnings.org).