

Phone Operator

Job description

Job Overview

Phone operators are responsible for answering the phones in a timely manner and scheduling appointments. This position assists patients on the phone to schedule appointments or to help direct them to the correct member of various physician teams. Obtains, enters and verifies all demographic and insurance information.

Duties

- Answer phones in a timely and polite manner.
- Triage phone calls to determine how to assist the caller.
- Scheduling appointments for new patients collecting and entering all demographic information as well as entering and verifying all insurance information.
- Scheduling appointments for existing patients updating and verifying all demographic and insurance information.
- Transferring calls to various physician team members.
- Reviewing schedule to help patients manage referrals.
- Assisting callers with questions and concerns.
- Must remain flexible in work schedule.

Requirements

- Proficiency in Microsoft suite Products such as Word, Outlook and Excel.
- General knowledge and experience with office equipment such as copiers, multi-line phone system and fax machines.
- Typing skills and working knowledge of word processing, electronic mail/calendar.
- Familiarity with Medical Terminology.
- Detail oriented and able to work independently or as a team.
- Check and respond promptly to e-mails.

Education

- HS Diploma or GED Preferred.

Experience: Medical Office experience is helpful

Benefits:

- 401(k)
- Dental insurance
- Health insurance

- Paid time off
- Vision insurance