

Phone Operator Team Lead

Job description

Job Overview

We are seeking a Phone Operator Supervisor. 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. The supervisor will also be responsible for providing training, resolving issues as they come up and maintaining a positive and professional work environment.

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.
- Lead, motivate and manage a team of phone agents to meet performance targets and maintain high-quality service standards.

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.
- Experience leading a team preferred

Education: HS Diploma or GED Preferred.

Experience: Medical Office experience is helpful

Job Type: Full-time

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Schedule: Monday to Friday

Work Location: In person