



Retina Northwest

Retina and Vitreous Diseases

JOB TITLE: Operator
DEPARTMENT: Patient Services
REPORTS TO: Patient Services Manager
SUPERVISES: N/A
FLSA STATUS: Non-exempt
WORK STATUS: Full-time

JOB OVERVIEW: Responsible for answering incoming calls, directing the call to the proper person/department, messaging and processing incoming encrypted faxes on Innoport system, and medical records function.

Our Mission: To serve the community by providing the highest level of specialized retinal care in an efficient, compassionate and supportive environment.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

1. Answer high volume telephone calls in a friendly professional manner with excellent service and phone etiquette.
2. Ability to communicate professionally and effectively with patients, staff, and providers.
3. Direct incoming calls to appropriate parties and departments.
4. Maintains strict patient employee confidentiality.
5. Assists central scheduling.
6. Conducts patient registration audits.
7. Processes and uploads encrypted faxes.

ADDITIONAL RESPONSIBILITIES/DUTIES:

1. Maintains strictest patient confidentiality.
2. Regular and acceptable attendance is required per company policy and is a critical function of this position
3. *Other duties as assigned.*

MINIMUM JOB REQUIREMENTS:

Education: High School diploma or equivalent required.
Experience: 3-6 months in a medical office setting. Call center or operator experience preferred.

KNOWLEDGE, SKILLS, & ABILITIES:

1. Exceptional customer service and phone etiquette. Pleasant phone voice.
2. Ability to take accurate messages.
3. The ability to work effectively with minimal supervision and initiative in problem solving.
4. The ability to handle a high volume of calls in a calm, pleasant, professional manner.
5. Knowledge of clinic policies and procedures related to switchboard operations.
6. Knowledge of how to operate switchboard and computer equipment.

OTHER ABILITIES:

1. Ability to follow oral and written instructions.
2. Ability to work as a team member.
3. Skill in effective management and customer service.
4. Regular travel to and from all satellite locations.

PHYSICAL/MENTAL DEMANDS:

1. Prolonged sitting, and infrequent standing bending, twisting, and stooping.
2. Occasional mental stress from the workload, or from dealing with upset patients/physicians and/or emergency situations.
3. May lift 05 – 10 pounds.

This description is intended to provide only the basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, ability and working conditions may change as needs evolve.

Retina Northwest is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status or any other characteristic protected by law.