

Job Title: Telephone Operator

Summary of Duties: Responsible for handling all incoming calls in a friendly and professional manner, triaging calls to appropriate staff within the office.

Essential Functions:

1. Opens/closes the phone system following office procedures.
2. Screens and directs all calls to medical personnel according to office guidelines, both timely and accurately.
3. Pages staff and makes announcements as directed, including emergencies according to clinical protocols.
4. Prepares patient charts for next day appointments; creates all new patient charts.
5. Sorts and delivers mail to appropriate locations in a timely fashion.
6. Oversees all meetings scheduled for the education room and places meetings on the providers' schedules as needed.
7. Assists the triage nurses as needed to ensure quality of customer service.
8. Assists front desk and medical records as needed.
9. Attends monthly staff meetings as required.
10. Conducts self in accordance with HPA's employee manual.
11. Maintains strictest confidentiality; adheres to all HIPAA guidelines/regulations.

Education: High school graduation or GED

Skills/Experience:

1. Word processing and computer experience.
2. Professional phone skills.
3. Minimum of one-year work experience in customer service.

Environmental/Working Conditions: Work is performed in an office environment. Involves frequent telephone contact with patients. Work may be stressful at times. Interaction with others is constant and interruptive.

Physical Demands: Work may require hand dexterity for telephone and office machine operation and sitting for extended periods of time. Excessive bending may be required when filing and pulling charts.

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