



ETSUHealth

JOB DESCRIPTION

JOB TITLE: Customer Support Representative
EXEMPTION STATUS: Exempt X Non-Exempt
REVISED DATE: September 2023

SUMMARY: Under supervision of the Office Coordinator/Manager or Administration, the Customer Support Representative is responsible for representing the clinical office in a courteous and efficient manner by answering telephone calls, taking messages, scheduling appointments, and transferring calls by performing the following duties

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Answer and determine nature of incoming calls.
2. Schedule patient appointments and maintain proper scheduling information for individual physicians.
3. Take detailed messages from patient to assist in their care by a healthcare professional.
4. Responsible for data retrieval of patient information from the computer system for daily appointments and/or telephone calls.
5. Responsible for verification of current information, such as address, insurance, etc.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE: High school diploma or general education degree (GED) required with successful completion of a medical terminology course recommended and one year experience and/or training in a medical office with a background in front office duties is preferred.

LANGUAGE SKILLS: Ability to read, interpret, and comprehend simple instructions, (whether written or verbal). Ability to compose correspondence and documentation. Ability to effectively present information and respond to questions in one-on-one and small group situations to patients, third parties, physicians, and other employees of the organization, whether in person or on the telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole number, common fractions, and other routine mathematical functions.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and solve practical problems with an extensive variety of information that deals with several abstract and concrete variables. Ability to apply common sense, good judgment, and problem-solving skills in difficult situations.

OTHER SKILLS AND ABILITIES: Ability to establish and maintain an effective working relationship with faculty members, students, residents, staff, patients and other third parties. Ability to operate computer, keyboard and printer. Ability to operate phone system. Ability to concentrate on the situation at hand and listen effectively. Ability to organize tasks; work as a team member and/or independently. Knowledge of medical terminology preferred. Convey a professional and positive image and attitude.

WORK ENVIRONMENT: The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within a medical office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. Exposure to communicable disease, blood, body fluids, hazardous chemicals, radiation, and sharp instruments. Exposure to injury from patients or equipment.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand or sit for long periods of time, walk and use hands and fingers to handle or feel objects, tools, or other controls and talk or hear. The employee is frequently required to reach with hands and arms; climb or balance, bend, stoop, kneel, crouch, and/or crawl.

The employee occasionally must lift, carry and/or move more than 5 pounds. Rapid mobility may also be required on occasions. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Stress level may increase due to frequently dealing with numerous phone calls.

DISCLAIMER: The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Physicians & Associates Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Physicians & Associates, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may

result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Physicians & Associates may terminate employment at any time, for any reason.

By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Director

Date