

Posting Title: Contact Center Representative
Wage: \$10.50-11.00/hour
Posting location: Athens, GA
Posting Category: HealthCare, Call Center, Customer Service



Bilingual (English/Spanish) Customer Service Representative Needed

Considering a career in healthcare?

You CAN make a difference in people's lives!

Be part of a team dedicated to making a significant contribution to the health and well-being of others.

With over 30 years of imaging services experience, Imaging Healthcare Specialists has earned an outstanding reputation for providing the highest quality medical imaging technology, highly specialized expertise and exceptional customer service to physicians and patients. Our experienced staff of doctors, technologists and support personnel are committed to providing the most accurate, safe, timely and caring medical imaging (such as MRI, CT, mammography and x-ray) and interventional radiology services (minimally invasive treatment for diseases and other health conditions like chronic pain).

Position Summary: We are looking for motivated, energetic candidates for our customer service operations center in Athens, Georgia who can deliver a "best in class" patient engagement experience. The position will be responsible for maximizing efficiency through the indexing of incoming medical imaging orders, assisting patients and physicians with incoming calls and scheduling exams. Shifts available for this position are from 11:00- 9:00pm.

Essential Duties and Responsibilities: The position will be responsible for indexing medical imaging orders and assisting patients and physicians by answering general questions and transferring calls to the appropriate department.

Contact Center Representatives are invited to participate in a progressive leveling program with financial and professional incentives after 90 days. Candidates who are selected for this position will be trained at our Athens, GA location which meets all CDC, State, and Local requirements.

Tier 1 Contact Center Representative Duties:

- Perform data entry for medical imaging orders received verbally and by Fax.
- Identify and process documents for medical records, insurance and authorizations, pathology and labs results.
- Split faxes containing multiple documents and patients according to Standard Process Instruction
- Provide assistance to IHS Patients and Physicians by answering general questions, providing information on IHS operations, and transferring to appropriate departments
- Manage a large quantity of inbound calls in a timely, friendly, and professional manner. Investigates and transfers calls based on the need of the caller.
- Identifies Patient or Physicians escalation scenarios and transfers to appropriate leadership

Qualifications

- **Education and/or Experience:** High School Diploma or GED
- **Language Skills:** Ability to read and interpret electronic and printed documents with basic medical terminology such as process instructions, safety rules, and clinical forms. Must possess the ability to effectively present information in one-on-one and small group situations to patients, clients, and other organization employees.
- **Reasoning Ability:** Ability to apply common sense understanding to carry out interactions with customers, while achieving objectives and outcomes.
- **Computer Skills:** Understanding and ability to utilize computer applications, phone system and other electronic resources as needed.
- **Experience:** Call Center or Healthcare setting experience preferred but required

<http://www.imaginghealthcare.com/>

If you feel you meet the requirements of the above job description, please reply with your Resume and Cover Letter to this posting.

Our company is an Equal Opportunity Employer and ensures its employment decisions comply with principles embodied in Title VII, the Age Discrimination in Employment Act,

the Rehabilitation Act of 1973, the Vietnam Veterans Readjustment Assistance Act of 1974, Executive Order 11246, Revised Order Number 4, and applicable state regulations.