

Summary: The Contact Center Representative is responsible for honoring the Company's mission by providing superior patient service through the effective handling of inbound calls received in the call center while correctly processing electronic orders. The position will also be responsible for maximizing efficiency through the scheduling of exams to provide optimum services.

Essential Responsibilities will include the following, and other duties may be assigned.

#### Corporate Duties:

- Hands-on engagement in understanding and applying Lean.
- Maintains an unrelenting focus on improvement and providing patient value.
- Makes learning and practicing of Lean principals a daily priority.

#### Contact Center Responsibilities:

- Provides assistance to patients and referring physicians by answering general questions, providing information on Company operations, and transferring to appropriate departments.
- Performs data entry for medical imaging orders received verbally, electronically, and by fax.
- Identifies and processes documents concerning medical records, insurance authorizations, pathology, and lab results.
- Excels at filling the role of company ambassador with each customer contact by ensuring that the customer feels understood with any request or issue by recapping the message received; communicates what steps will be taken, by who, and when; establishes themselves as a customer advocate who will help them with any follow-up needs.
- Efficiently manages a large quantity of inbound and outbound calls in a timely, friendly, and professional manner. Investigates and transfers calls based on the need of the caller.
- Provides optimum service by scheduling exams for patients efficiently and maximizing scheduling availability; securing and scheduling patient appointments according to company guidelines, using computer-based appointment scheduling systems.
- Provides information on services offered by correctly answering questions posed by the patient and professionally escalating support when needed to the appropriate supervisor.
- Accurately maintains the call center database by entering and verifying information on a timely basis while updating patient information.
- Maintains customer call logs by ensuring that details are preserved, easily interpreted and that any outstanding tasks or activities are completed.

#### Education

- High School diploma or GED