

Patient Access Coordinator / Call Center Representative

This Patient Access Coordinator (PAC) position is responsible for the professional handling of inbound and outbound communications for all services provided by the individual practices that The Derm Group Management Co. provides management services for. These full-time positions are part of a call center environment, may require evenings, nights and weekend hours and are based out of our West Orange, NJ headquarter location.

Responsibilities

- Promptly and professionally answers, screens, and processes inquiries with strict adherence to confidentiality and company policies/procedures.
- Collects and enters patient intake information into the appropriate software system. Documentation is to be concise, thorough, and accurate.
- Utilizes automated computer software to schedule appointments, take messages for clinical staff, and effectively communicates information to the appropriate party per established protocols.
- Demonstrates positive customer relationships and problem-solving skills.
- Willingly performs other duties or tasks as assigned and handles multiple tasks effectively and efficiently.

Qualifications

- High school diploma or equivalent
- 2+ years' previous Customer Service, Call Center or Medical Office experience preferred
- Ability to use standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines
- High level of professionalism, motivation and organization
- Strong desire to provide superior customer service
- Ability to be sensitive and compassionate to patient's needs and concerns
- Excellent verbal and written communication skills
- Excellent computer skills, including email
- Ability to work efficiently and accurately in a fast-paced environment
- Team player who can work independently, as needed

The individuals in this position frequently communicate with patients who have various inquiries and must be able to exchange accurate information in these situations.