WORK VAPOR

Job Link: https://workvapor.in/jobs/call-center-customer-service-representative-remote-usa-based-healing-hands-pediatrics/

CALL CENTER/ CUSTOMER SERVICE REPRESENTATIVE

HIRING ORGANIZATION

Healing Hands Pediatrics

EMPLOYMENT TYPE

Full-time

JOB LOCATION

Texarkana, NA, Texarkana, TX, United States

BASE SALARY

INR 30,000 - INR 40,000

DESCRIPTION

Call Center/Customer Service Representative – Healing Hands Pediatrics

Job Overview

Healing Hands Pediatrics seeks a compassionate and dedicated Call Center/Customer Service Representative to be the first point of contact for patients and their families. This role is vital in providing exceptional support, handling inquiries, scheduling appointments, and ensuring a smooth healthcare experience for all. The ideal candidate is friendly, empathetic, and skilled in multitasking within a dynamic healthcare setting.

Responsibilities

- **Customer Service**: Answer incoming calls promptly, addressing patient inquiries with professionalism and empathy.
- **Appointment Scheduling**: Manage scheduling and patient record updates in our system accurately.
- **Information Sharing**: Explain our services, policies, and procedures to patients and their families.
- **Issue Resolution**: Listen attentively to concerns and provide suitable solutions to resolve issues effectively.
- **Coordination**: Work with medical staff to maintain seamless communication regarding patient care.
- **Compliance**: Adhere to HIPAA regulations, ensuring confidentiality in all interactions.
- **Continuous Learning**: Participate in training sessions to enhance customer

service skills and pediatric care knowledge.

Qualifications

- **Education**: High school diploma or equivalent; additional coursework in customer service or healthcare is a plus.
- **Experience**: Prior experience in a call center or customer service role, preferably within a healthcare environment.
- **Skills**:
    - Strong verbal communication skills with the ability to engage diverse clients effectively.
    - Proficiency with computer systems and handling multiple software applications.
    - Strong problem-solving abilities, maintaining professionalism in high-stress situations.
    - Patience and empathy when interacting with children and their families.
- **Flexibility**: Willing to work evenings and weekends as needed.

Why Join Us?

At Healing Hands Pediatrics, we value the dedication to creating a welcoming environment for children and their families. Join our team to be part of a practice that places a high priority on compassionate care and support for each patient’s health journey.

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