

Call Center Representative (Bilingual)

If you are looking to start an exciting career with one of Tennessee's most successful healthcare clinics, then join the DarSalud team as a Call Center Representative!

Are you seeking new and exciting opportunities for your career? Does the idea of healthcare get you excited? Would you like to be on the front lines of a team that is nationally recognized for their quality care provided to patients?

DarSalud is a multi-specialty healthcare organization that opened its doors 14 years ago, and we have been disrupting the healthcare industry ever since. With our focus on guaranteeing that everybody receives quality healthcare, regardless of income, we have developed a holistic approach to patient and family care that has been consistently recognized for excellence and innovation.

The Call Center Representative at DarSalud will have the responsibility of utilizing best practices when delivering customer service to our patients. They will also be responsible for ensuring low no-show rates, and coordination of care between patients and physicians.

Principal Duties and Responsibilities (Essential Functions)

The duties related to this position include but are not limited to:

- Ensure all appointment reminders for, every provider or resource schedule, are completed according to the protocol.
- Ensure that all incoming calls are going to the appropriate destination, documented, and completed in a timely manner.
- Ensure that all necessary information is being verified in every call and that the proper notes are included in the patients chart.
- Receive ongoing training on the EMR System, protocols, and proper communication and customer service methods.

Experience and Skills:

Required:

- Must be able to fluently speak and write in both English and Spanish

Desired:

- Associates Degree
- Call Center Experience
- Healthcare Experience
- The desire to meet or exceed goals.