



Taskforce is looking for an enthusiastic and self-motivated individual to coordinate, integrate and represent all facets of patient services. The Customer Care Support Representative will help manage and control the daily, weekly and monthly schedule in order to meet the practice production and collection goals.  
The Customer Care Support Representative will be responsible for answering inbound calls and emails, maintaining patient records and coordinating patient flow.

In this role you will serve as a practice Ambassador providing the connection for patients to receive proactive service and follow-up, working towards continuous process improvement and excellent patient experience.  
This is a position for an individual eager to learn and grow a career at one of the fastest-growing companies in the country with 300+ employees.

Core Responsibilities and key tasks:

- Check email daily and respond appropriately;

- Check voicemail daily and email the appropriate team members or doctors;

- Answer all incoming phone calls in a prompt and courteous manner;

- Maintains thorough, accurate and professional quality of work. Takes appropriate follow-up action, as required.

- Follows established policies and guidelines;

- Schedules patient appointments following protocol and guidelines provided to assist clinical personnel in maintaining optimal patient flow;

- Record treatment information in EMR systems;

- Register all new patient information into practice management software;

- Communicate throughout the day any changes in a provider’s schedule with the clinic team;

- Performs other related duties, as assigned by the supervisor;

Job requirements and qualifications:

- Great command of English both spoken and written;

- Excellent communication, interpersonal and presentation skills;

- Exceptional customer service skills;

- Great attention to detail and accuracy;

- Outstanding organizational and time-management skills;

- Knowledge of medical/dental terminology is preferable but not mandatory;

- Experience providing high-level customer service, preferably in a medical office setting;

- Ability to establish priorities and coordinate work activities with other team members;

If you are confident that you’re a great fit for this role and want to become a part of our success story, send us your CV in English on the following link: <https://taskforcebpo.bamboohr.com/jobs/view.php?id=30> not later than February 18th.