



CALL CENTER COORDINATOR La Jolla Cosmetic Surgery Centre and Medical Spa

POSTION SUMMARY:

The Call Center Coordinator assists in taking all incoming calls acting as the first touch point and first impression of both the surgical and non-surgical practice. This position is responsible for guiding the patient through the initial steps of their individual requests for surgical or non-surgical appointment requests and questions. In depth knowledge of all cosmetic procedures, ability to quickly learn and utilize software and critical thinking abilities are essential to your mastery of the position. An understanding and consistent pursuit of exceptional customer service and excellent communication are required while maintaining the ability to answer a very high-volume calls effortlessly, efficiently and professionally.

CALL CENTER DUTIES:

1. Manages a busy schedule, while effectively assisting each client with a "can do" attitude.
2. Primary employee to receive and respond to new cosmetic patient inquiry calls, email form submissions and text submissions.
 - a. Engages patients on phone and via electronic communication to deliver practice appropriate messaging.
 - b. Utilizes talk track for each individual patient pathway.
 - c. Credentials the practice, providers and procedures.
 - d. Define and communicate practice's unique brand with prospective patients with the goal of developing lasting relationships.
 - e. Sends appropriate emails using templates for individual patient pathway with appropriate inclusion of patient's specific information.
 - f. Ability to deliver information to existing non-surgical patients on current offers, specials and programs available relating to the procedure of interest.
 - g. Confidently answers patient questions and educate them about practice, surgeons, non-surgical providers, and processes.
 - h. Records initial contact information on the "Telephone Intake Record" for follow-up with software systems.
 - i. Transfers existing patient/nursing calls to appropriate on-site staff.
 - j. Ensures timely correspondence and proper follow up is performed for new patients.
 - k. Document all correspondence in software system.
3. Optimize and strategize appointment and treatment schedule as needed.

4. Responsible for maintaining and completing all sales management tasks with prospective patients as directed by the To Do List
 - a. Inquiry follow-up call(s)
 - b. Email follow-up(s)
 - c. Reach out to cancelled or waitlisted patients to schedule appointment.
 - d. Make appointment confirmation telephone call
 - e. Make no-show follow-up telephone calls on day of no-show
 - f. Ensure that all paperwork is completed prior to patient's appointment.
 - g. Ensure that patient photos are received and uploaded into EMR.
5. Excellent communication to patient about what to expect, time line and next steps.
6. Reassess interest level after each interaction and adjust next steps as appropriate.
7. Submit daily summary of new patient activity and appointments scheduled.
8. Collaborate with onsite staff and management to ensure best practice patient care.
9. Present a positive, polite and courteous attitude at all times.
10. Maintain patient confidentiality at all times.

Prior Work Experience in Medical Office Setting with Knowledge in the Following Areas:

- Knowledge of cosmetic surgery or medspa policies and procedures
- Knowledge of medical chart reporting/records
- Knowledge of medical terminology
- Exceptional grammar, spelling and punctuation to communicate effectively
- Familiarity and use of sales software

Abilities:

- Ability to work effectively as a team member with physicians and other staff.
- Ability to work at a fast pace without overwhelm and with a positive attitude.
- Ability to listen and appropriately communicate with clients.
- Ability to exemplify exceptional customer service in all patient interactions.
- Ability to act calmly and effectively in all scenarios.
- Ability to flexibly respond to changing demands.
- Ability to plan, organize, and manage time.
- Ability to communicate clearly, kindly and effectively.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.