

**JOB DESCRIPTION**

Designation: Call Center Agent

<b>Name:</b>	Darine Fallah
<b>Section/Department:</b>	Customer Service Department
<b>Reporting to:</b>	Supervisor
<b>Responsible for/Reporting Staff:</b>	

**Purpose and Scope of the Job**

Under the direct supervision, the call center operator answers phone calls, takes down messages, schedule appointments and performs miscellaneous duties as related to his job.

**Main Duties and Responsibilities/Performance Standards**

1	Answer all in-coming telephone calls and dispose of properly via appropriate transfer, taking down message or follow-up and return call
2	Route all calls to and from the call center.
3	Routinely check the queue to monitor call holding
4	Route all calls appropriately
5	Appointment confirmation
6	Booking appointments for all doctors and other services
7	Distribute change of physicians schedule information; appropriately document the change and re-schedule patients as indicated
8	Monitoring all schedules for errors or overbooking
9	Call or send SMS to patients that have missed their appointment
10	Out bound tasks (survey, follow up, EDD, Etc...)
11	Keep a record of the number of patients rescheduled for each doctor
12	Attend and participate in development programs
13	Participate in workshops and programs
14	Maintain certification where applicable and continue to improve skills
15	Review doctor's clinic cancellation and reschedule all appointments
16	Cross-train to other positions as needed

**Qualifications, Competences and Skills****Education**

	Diploma or Bachelor Degree in any course
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**Experience**

	1 year experienced directly related to the duties and responsibilities specified.
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**Licensure**

	Not Applicable
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**Language**

	High proficiency in Arabic and Operational English Languages.
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**Computer Proficiency**

	Computer literacy
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**Performance Competencies**

1	Strong communication, listening and interpersonal skills.
2	Ability to interact, communicate and be helpful with people, often in stressful situations.
3	Skill in the use of personal computers and related software applications.
4	Ability to analyze and solve problems.
5	High skills in public relations and customer service

**Principle Working Relationships and Remarks**

	Patients, visitors
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