JOBSUMMARY:

Serves as lead to call center customer service representatives and as a primary point of contact for access to the USC academic medical centers and the USC Health Sciences Campus. Provides training, leadership, direction and guidance to other staff. Ensures incoming and outgoing communications achieve highest patient privacy and confidentiality. Resolves patient and visitor inquires and/or issues.

JOB ACCOUNTABILITIES:

<table>
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<tr>
<th>E/M/NA</th>
<th>% TIME</th>
<th>Provides training, leadership, direction and guidance to other medical call center customer service staff. Trains, schedules, assigns and prioritizes workloads for others. Interprets operating policies and procedures. Ensures timely resolution of communications and response to staff.</th>
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<td>Answers, screens and directs incoming and outgoing telephone calls, electronic messages and other web-based communications using call management system. Transfers telephone calls to the appropriate department or medical personnel. Arranges conferences calls or third-party calls.</td>
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<td>Schedules staff to ensure adequate call center coverage. Creates and maintains data for provider master schedule information in the appointment scheduling application. Creates and adjusts shift schedules, and notifies call center management of changes to post schedules. Ensures current contact, on-call scheduling information is available for communication relay.</td>
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<td>Collects information, maintains and distributes lists of available medical personnel to staff patient care areas as needed for evenings, weekends, holidays, and during emergencies and/or disasters. Tracks and updates changes to posted schedules.</td>
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<td>Compiles and maintains data in the call management and scheduling database for patient appointment scheduling.</td>
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<td>Leads and provides guidance during emergency alarms. Notifies emergency medical personnel, security and authorities following established protocol.</td>
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<td>Assists call center customer service representatives with resolution of client issues. Answers and resolves client written inquiries and issues. Posts related notes in patient records accordingly.</td>
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</table>
Assists call center management with updates or changes to call center protocols, scripts, and training materials.

Prepares and distributes daily call center activity report. Reports staffing level issues related to changes in transactions due to patient volume. Assists manager create global communication and management reports.

May verify insurance coverage utilizing telephone contacts and web inquiries. May determine if patients’ insurance is contracted with USC, and accepts co-pay insurance.

Ensures patient’s rights to privacy, safety and confidentiality are maintained, in accordance with HIPPA regulations.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential: No

Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**HOSPITAL POSITION REQUIREMENTS:**

Essential: No

Yes Employee maintains required applicable licensure, certification, education, annual health screening and other applicable hospital or job specific requirement (BLS, ACLS, CPI, etc.). Fire and Safety card must be presented upon hire or within first 90 days of hire and maintained by renewing before expiration date. Annual Health Assessment (PPD) and other Employee Health requirements done before due date. Annual Review Module completed on time in past 12 months, if applicable. Use of standard precautions in all patient contact and adherence to infection control measures/practices throughout hospital and in assigned duties. Maintains the confidentiality of patient information and protects confidential and proprietary information about employees and university. Compliance to appropriate regulatory standards.

**JOB QUALIFICATIONS:**

Minimum Education:

High school or equivalent
Minimum Experience:

2 Years

Minimum Field of Expertise:

Experience working in a call center or customer service department in a healthcare environment. Knowledge of HIPPA compliance and various health insurance types. Demonstrated interpersonal and organizational skills. Ability to multi-task, implement policies and establish efficient work systems. Knowledge of medical terminology, health plans, ACD reporting and MS Office software. Excellent verbal and written communication skills.

Preferred Experience:

3 Years

Skills: Administrative:

Answers telephone
Assemble and organize numerical data
Clinical documentation
Communicate with others to gather information
Customer service
drafts routine correspondence
Establish filing system
Gather data
Input data
Maintain filing systems
Prioritize different projects
Read handwritten text
Schedules appointments
Understand and apply policies and procedures
Use database and/or word processing software
Use electronic communication software

Skills: Other:

Lead/guidance skills

Skills: Machine/Equipment:

Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier
Telephone management system

Supervises: Level:

Leads one or more employees performing similar work.
SIGNATURES:

Employee: _____________________________________  Date:_____________________________

Supervisor: _____________________________________  Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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