



## OPEN POSITION - CALL CENTER PATIENT REPRESENTATIVE

### JOIN THE LEADING EXPERTS IN SKIN CARE!

Join the leading experts in skin care as a dynamic **Call Center Patient Representative**! Part-time or full-time in-office position opening, must have availability for some nights and some Saturdays.

#### GENERAL SUMMARY

Engaging and smart, the Call Center Patient Representative is part of the welcoming committee at SkinCare Physicians. The Call Center Patient Rep builds relationships with patients through registration, handling incoming calls, voicemail, check-ins and check-outs, products and services education, and monitoring the waiting room to ensure the most satisfying and caring healthcare experience possible.

When asked what they love about their job, our Call Center Patient Reps couldn't pick just one thing; coworkers, their boss, helping people, and "having access to the best dermatologists and skin care products in Boston" all made the list! Keep reading to find out what it takes to join the team...

#### ESSENTIAL JOB FUNCTIONS

- Responsible for delivering the highest quality of service to patients.
- Respect and adhere to service, safety, and operational standards.
- Greet all patients, whether in-person or on the phone, in a warm and friendly manner.
- Serve as a resource for patients on the phone.
- Update required patient information in practice management/chart.
- Complete daily practice opening or closing checklists and address any gaps.
- Collect fees and ensure all necessary documentation is accurate and complete.
- Possess knowledge of services and products while assisting patients.
- Actively promote treatments and services as well as SkinCare Boutique retail products.
- Competence in anticipating, assessing and driving the patient experience.
- Foster the SkinCare Physicians culture by actively engaging and interacting with patients and coworkers, treating them with respect.
- Follow HIPAA policies for patient privacy. Comply with OSHA policies and procedures.

#### PREPARATION, KNOWLEDGE, SKILLS & ABILITIES

- College degree preferred
- Service industry administrative experience; excellent service sense
- Strong verbal communication skills & ability to positively engage with patients
- Ability to be flexible with work schedule
- Knowledge of medical terminology preferred; patient confidentiality required
- Demonstrate a professional image and attitude to patients and co-workers
- Excellent organizational skills
- Team player
- Fully vaccinated for Covid

#### BENEFITS

SkinCare Physicians is proud to offer a robust benefit package, free parking, and an outstanding work environment.



#### **EXPECTATIONS FOR ALL EMPLOYEES**

Supports SkinCare Physicians' mission, vision and values by exhibiting the following behavior: excellence and competence, collaboration, teamwork and team building, innovation, respect, personalization, commitment to our patients, and accountability and ownership.

*If you are interested in learning more about this position, please send your resume and cover letter to [HR@skincarephysicians.net](mailto:HR@skincarephysicians.net)*

#### **Disclaimers:**

*Applicants, as well as position incumbents, who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis. SkinCare Physicians of Chestnut Hill is committed to the principle of equal employment opportunity. Applicants for employment and employees are reviewed on their individual qualifications for a position. Under no circumstances will SkinCare Physicians of Chestnut Hill discriminate against qualified persons on the basis of race, color, religious creed, retaliation, national origin, ancestry, sexual orientation, gender, gender identity/expression, disability, mental illness, genetics, choice of health insurance, marital status, age, veteran status, or any other basis prohibited under applicable law.*

-----  
Job Type: Part time or full-time

Salary: \$23.00 per hour

Location: Chestnut Hill, MA - Ability to commute reliably or relocate before starting work is required