



Appointment Clerk (Job Number: 002002)

Does this kind of work interest me?

Description

This position provides high level member assistance by scheduling various appointments requested, transferring calls appropriately, composing messages, and providing general information.

Essential Functions:

- Operates in a high volume, highly structured call center environment by responding to incoming calls.
- Determines the type of appointment requested or needed, reviews scheduling mix of various physicians/providers, and then makes appointment utilizing appropriate guidelines.
- Utilizes superior customer service skills to provide service to members when diffusing difficult member encounters.
- Determine if calls are urgent or emergent by listening to the member, following established guidelines, and then transferring the call to a Registered Nurse when appropriate.
- Composes messages for physician/providers, Registered Nurses or other medical staff based on member requests.
- Performs clerical duties which may include assigning new members a primary care physician, processing self-referral requests, calling patients and booking appointment for specialty appointments, calling members to cancel and reschedule appointments.

If this job is in my union, what is my bidding timeframe – and what is my salary range?

Internal Posting Period Is: 02/19/2016 to 02/25/2016

Pay Grade: 13

Do I meet the minimum requirements of the job?

Basic Qualifications:

Experience

- One (1) year of customer service experience in a service related industry, preferably healthcare.

Education

- High school diploma or equivalent

License, Certification, Registration

- N/A



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Is there any testing required?

Additional Requirements:

- Must obtain passing score on Customer Care Simulation assessment.
- The Customer Care Simulation assessment score must be current within one (1) year (contact Local HR Office for testing).
- Must complete Service Orientation Assessment.
- As part of applicant process, must take Proofreading Assessment for non KP employees only.

Preferred Qualifications:

- N/A

What would my commute look like?

Primary Location: California-Woodland Hills-Woodland Hills Medical Center

What would my schedule look like?

Scheduled Hours (1-40): 0

Shift: Day

Working Days: Mon, Tue, Wed, Fri

Working Hours Start: Varies

Working Hours End: Varies

Schedule: Call-in/On-Call

Job Type: Standard

Employee Status: Regular

Is this job in my union?

Employee Group (Union Affiliation): United Healthcare Workers - West

Job Level: Entry Level

Job: Support Services

Public Department Name: Valleys Call Center

Travel: No

Do I get benefits?

Job Eligible for Benefits: No

External hires must pass a background check/drug screen. Qualified applicants with arrest and/or conviction records will be considered for employment in a manner consistent with Federal, state and local laws, including but not limited to the San Francisco Fair Chance Ordinance. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, protected veteran, or disability status.