



## Southland Care Coordination Partners

<b>Job Title:</b>	Call Center Representative	<b>Job Category:</b>	Non-Clinical
<b>Department:</b>	Navigator Services	<b>Direct Report:</b>	Call Center Program Manager
<b>Location:</b>	On Site/Remote	<b>Position Type:</b>	Full Time; Part Time
<b>Functional Groups</b>	All Employees, General Users, Call Center Team	<b>Classification</b>	Call Center Representative, Navigators

**Job Description:** The Call Center Representative is the heart of Call Center. This individual is the front line and first contact with Health Plan members. They apply excellent customer service skills in the day-to-day handling of both Inbound and Outbound Outreach calls.

### ROLE AND RESPONSIBILITIES

- Accurate documentation of every Outreach (Inbound and Outbound).
- Complete Daily Productivity Report.
- Proper execution of member referral/concerns/grievances when applicable.
- Document timely member observations requiring administrative notification of any critical member issues/concerns.
- Follows all Policies and Procedures of SCCP.
- Compliant with Performance Goals / Contract Deliverables.
- Participates in all SCCP mandatory and CMS regulatory training.
- Attends all staff meetings – in person or telephonic (if unable to attend, responsible for knowledge of content).
- Abide by principles and laws related to confidentiality.
- Demonstrate respect for individual diversity (culture, ethnicity, gender, race, religion, age, economic status).
- Interact with staff and members to optimize workflow efficiency.
- Other duties as assigned by Direct Report.

### QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High School Diploma or Equivalent Required.
- Minimum of 1 year of Call Center Representative Experience Preferred.
- Minimum of 1 year in a Customer Service role Preferred.

### PREFERRED SKILLS

- Excellent verbal communication skills.
- Ability to interact with health care professionals in a professional manner.
- Computer Literate – Word, Google Doc and Excel.
- Able to multi-task, manage time and set priorities.
- Able to remain coachable and teachable at all times.



## Southland Care Coordination Partners

<b>Reviewed By:</b>	Patrice M. Moore	<b>Date:</b>	January 4, 2022
<b>Reviewed By</b>	Tesa Rigel-Hines, Carmen Edwards	<b>Date</b>	January 4, 2022
<b>Approved By:</b>	Moriel McClerklin	<b>Date:</b>	January 12, 2022
<b>Last Updated By:</b>	Moriel McClerklin	<b>Date:</b>	January 12, 2022