



Call Center Representative

Are you looking for an exciting opportunity to assist underserved populations in gaining access to the quality health services they deserve?

Join Our Team!

The Achievable Foundation (aka "Achievable") is a nonprofit Federal Qualified Community Health Center whose mission is to provide high quality, integrated care to individuals with intellectual and developmental disabilities, their families, and other vulnerable populations.

JOB SUMMARY

Reporting to the Chief Operations Officer (COO), the Call Center Representative will be responsible for providing quality customer service by answering phones, scheduling appointments, and performing assigned clerical task. This work will be done while using principles of trauma informed care through a Justice, Equity, Diversity, Inclusion + Belonging (JEDI+B) lens.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Deliver excellent customer service while interacting with patients, their caregivers, and other guests of The Achievable Foundation.
- Answer incoming telephone calls in a prompt and courteous manner, and handle each call appropriately.
- Obtain and enter all essential information needed to complete a scheduled appointment, accurately.
- Verify patient's insurance prior to scheduling an appointment.
- Update and modify patient demographic information in Success EHS as needed.
- Obtain and route messages for department personnel.
- Provide accurate and consistent information regarding the services at The Achievable Foundation.
- Maintain confidentiality and security of Protected Health Information.
- Handle and resolve customer complaints with tact and diplomacy.
- Work effectively and cooperatively with other departments and staff.
- Perform other general office duties as needed.

QUALIFICATIONS

- Minimum 1 year of Call Center experience.
- Must have a good working knowledge of personal computer applications and have the ability to type at a moderate speed; knowledge of an electronic health record is a plus.
- Must be able to interact with people of various socioeconomic status.
- Ability to address sensitive issues with tact and diplomacy.



- Must be bilingual in English and Spanish.
- Strong communication skills both verbal and written are a must.
- Must possess an understanding of private and public health plans and working knowledge of the various insurances.

SALARY: \$20 - \$21/hr

BENEFITS

We offer a comprehensive benefits package designed to support our employee's well-being and professional growth. The benefits include:

- **Competitive Salary:** We provide a salary that is competitive within the industry
- **Medical, Dental and Vision and Life Insurance:** We pay 100% of premiums for employees
- **403B Retirement Plan:** Our employees can take advantage of a 403B retirement plan to help them plan for their future
- **Paid Time Off:** We provide vacation (2 weeks), sick (2 weeks), Holidays (12 ½ days) to support work-life balance and overall well-being
- **Additional Benefits:** We offer additional benefits that contribute to a positive and rewarding work environment

We strive to provide a comprehensive benefit package that meets the needs of our values employees

Learn more about how Achievable meets the special needs of children and adults with developmental disabilities by viewing the link [Achievable video](#) or by visiting our website at www.achievable.org

Interested candidates should send a cover letter and resume via email to employment@achievable.org. Please be sure to include the job title in the subject line.

Achievable is an Equal Opportunity Employer