Communication Center Specialist

Healthcare Associates in Medicine a Division of Orlin & Cohen is seeking a Practice Scheduling Associate to join our team.

STATEN ISLAND, NY - The Practice Scheduling Associate will work as part of the Communications team for our large, multi-specialty physician practice, handling a consistently high volume of inbound phone calls, primarily patient appointment requests, as well as inquiries from physicians, pharmacies and others. The ideal candidate enjoys working in a fast-paced environment and is passionate about helping people. Typically, the Practice Scheduling Associate is the first point of contact a patient has with our practice, so the friendly and efficient patient service you provide is vital.

This is a full-time position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m. This position is located on Staten Island, NY.

This full-time position will offer Paid Time Off and a full range of benefits.

Responsibilities (include but are not limited to):
- Scheduling a large volume of appointments for multiple physicians.
- Facilitates and manages incoming phone calls, routing to appropriate departments.
- Obtains current patient information from established and new patients.
- Treats all team members and patients in a professional and respectful manner at all times.

Requirements:
- 2 years of experience in a busy office environment.
- Demonstrates a positive work ethic and attitude.
- Consistently strives to provide excellent customer service.
- Ability to take initiative and problem solve, as well as to remain professional under pressure.
- Speaks clearly and has good listening skills.
- Basic understanding of medical terminology; medical office experience or heavy phone experience a plus.
- Computer-literate.
- High School Diploma or GED preferred.

Job Type: Full-time

Pay: $13.00 - $18.00 per hour

Benefits:
- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Work Location:
- One location

Work Remotely:
- No