Vacancy Announcement

Organization: TenaFirst Plus

Position: Medical Receptionist/Call Center Representative

Place of work: In Call Center and Remote (Both)

Date of Announcement: May 3, 2025

Deadline: May 9, 2025

Job description

Job title: Medical Receptionist/Call Center Representative

Position summary:

The Medical Receptionist/Call Center Representative position is responsible for scheduling and interacting with patients via telephone and performs a range of duties which includes gathering required information in preparation for the patient's on-site appointment.

Essential functions - principal duties and responsibilities:

- Welcomes all patients and visitors by greeting patients and visitors in person or on the telephone.
- Handles all incoming telephone calls from patients, makes appointments, and answers general questions and inquiries.
- Uses computer systems to refer to existing patient information or set up new patients in the scheduling tool. Provides the patient with available timeslots not allowing patients to give times they are available to ensure full use of the physician timeslots.
- Maintains registration flow by efficiently moving patients through the process EMR

- Interacts with patients by answering questions, providing information, and keeping the Reception area in order. Provides support to patients in distress by responding to emergencies.
- Responsible for inputting very detailed information on the patient using a variety of computer screens
- After completion of the call and input of the patient information, representative checks records verifying the details entered and adds any additional notes that may be necessary.
- Explains all current fees and patient financial responsibility and informs patient of payment required for existing balances due at or before next appointment.
- Provides information to callers on practice policies and procedures such as what is required following physician template, using proper encounter codes, in preparation for appointment (insurance, id, etc.).
- Schedules to ensure efficient patient flow based on predetermined appointment availability.
- Secures patient information and maintains patient confidence by completing and safeguarding medical records, completing diagnostic and procedure coding, and keeping patient information confidential. Follows up with patients when they are a no show for an appointment and may make calls to patients asking if they were satisfied with the service they received.
- Maintains general filing system and files appropriate correspondence electronically or manually.
- Receives, directs, and relays telephone and messages.
- Responsible for report generation and analysis in support of departmental goals and objectives.
- Responds to calls efficiently, not put time saving before quality of service.
- Maintain inventories of supplies and provides a list of what is needed to the Team Leader.
- Must be able to cover Medical Reception/Call Center desk as needed.
- Performs other general administrative tasks as directed by team lead

Job requirements

QUALIFICATIONS & SKILLS

Education:

- MD Degree from recognized university or BSc in Nursing, and necessary release papers from MOH
- Knowledge of multi-line phone system.
- Proficient in computers and relevant software applications and practice management technology
- Knowledge of customer service principles and practices.
- Demonstrated initiative and strong organizational skills.
- Exceptional interpersonal communication skills with a positive tone and welcoming body language.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Deals with confidential information and/or issues using discretion and judgment.
- Previous experience in a customer support role
- Track record of over-achieving quota
- Strong phone and verbal communication skills along with active listening
- Familiarity with CRM systems and practices
- Customer focus and adaptability to different personality types
- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Call clients and customers to inform them about the company's new products, services and policies
- Strong communication, both written and verbal
- Great active listening skills
- Exceptional interpersonal and rapport building skills
- A patient and empathetic attitude
- Strong time management and organizational skills
- Adaptability and flexibility
- Comfortable working in fast-paced environments
- Phone skills, including familiarity with complex or multi-line phone systems

- In-depth knowledge of a company's Telemedicine and Online doctor Consultation platform services
- Expertise in the customer service area they focus in, such as accounts, sales, technical support or another area
- Ability to speak multiple languages, especially those common among callers

Qualifications:

- **Education**: General Practitioner / with (#0_year) Experience
- Valid Working Licenses
- Experience Letter
- Kebele ID / Passport / Driving: Licensee
- Experiences: 0 year and above.
- Languages: Amharic, English, Oromiffa or Tigrinya [mandatory]
- Strong communication skills and work ethics
- Salary: As per company Scale
- Working Type: In Call Center and Remote (Both)
- Required No: 10

Position: Medical Receptionist/Call Center Representative

Education: General Practitioner/ Clinical Nurse / Nursing with (#0_year) Experience.

- Additional Languages, Amharic, English, Oromiffa or Tigrinya [mandatory]

How to Apply

Please fill the google form and submit

Google Form: https://forms.gle/WxX2JZSBBQdRaQ6V7